



Recruitment Guide for Applicants

Training Coordinator

**Completed application forms must be returned no later than:
4pm on Wednesday 16th May 2018**

1 INTRODUCTION

Background to the organisation

1.1 Association for Real Change (ARC) operates in 4 countries across the UK. We are a membership organisation supporting anyone who is involved in the planning or delivery of support or services for people with a learning disability. ARC Northern Ireland was established in 1999. Our office is located at Wildflower Way, Boucher Road, Belfast BT12 6TA.

1.2 ARC's strategic aims are as follows:

- to support and develop the continual improvement of practice to help individuals and organisations to reach their full potential.
- to lead and facilitate conversations, networks and partnerships, which generates new ideas and solutions
- to champion the voices of providers and people who use services in order to influence change.

You will find more information on how the strategic vision is being delivered across the north of Ireland on our website (<http://arcuk.org.uk/northernireland/>).

1.3 ARC NI facilitates training and development opportunities across all levels of social care workforce. Historically courses have included accredited and non-accredited training to meet both mandatory requirements and continued professional development (CPD) workforce needs.

The training is provided by both ARC staff and our Associate Trainers. This is with a view of offering a breadth of high quality expertise required to support the demands placed on social care workforce.

In 2017/18, ARC NI delivered 20 training days within their office to a range of social care providers, meeting over 230 learners. Courses included Safeguarding Adults; Train the Trainer Medication; Promoting Positive Behaviour; to name a few.

ARC NI also delivered 48 courses to organisations in-house in 2017/18, offering support to over 650 learners. This service offers organisations the opportunity of getting a large number of staff trained at the same time, offering a more cost efficient service.

1.4 You can learn more about ARC NI's training function on our website <http://arcuk.org.uk/northernireland/support-develop/training/>

Governance / Management Structure

1.5 ARC is a registered charity (Charity Reference No. 285575) and a company limited by guarantee, (Company No. 01658354).

1.6 ARC's Board of Directors is responsible for the strategic governance of the organisation and currently comprises 9 Directors. It meets approximately 4 times per year.

1.7 The Strategic Leadership Team comprise the following posts:

- UK Managing Director
- England Director
- Northern Ireland Director
- Scotland Director
- UK Finance Manager

Vision / Values

1.8 Our vision is *"Real change that puts people with a learning disability at the centre of decision-making, and in the heart of their communities."*

1.9 Our values are:

We believe that people with learning disabilities:

- should be listened to, respected and treated equitably
- should be fully included in all decisions that affect them
- should be involved in the planning and delivery of support services
- can become self-advocates and lead real change in their services and communities

We believe that those who plan and deliver support for people with learning disabilities:

- should be supported in developing person-centred values and models of support

- should have access to the knowledge, experience and skills they need to continually learn, reflect and improve what they do
- should be supported to work in partnership with each other, setting aside commercial interests for the benefit of the people they support

2 JOB DESCRIPTION

The Training Coordinator will coordinate, administer and deliver ARC NI training and take a key role in managing relationships with customers and Associate Trainers. They will also be responsible for exploring new business opportunities.

Key Responsibilities:

Strategic

- To develop, implement and review the training business plan in line with ARC's Strategy and to meet the changing needs of the sector
- To establish and maintain good relationships with a range of relevant stakeholders, and represent ARC in external meetings
- To monitor and evaluate developing trends in the social care sector that will need to be supported by developing knowledge and skills within the social care workforce
- To develop appropriate networking relationships that will enhance the job role and the business opportunities available for ARC

Operational

- To develop and deliver high quality training to meet the needs of front line and middle management social care workforce
- To manage the Associate Trainer function, including maintaining positive relationships with existing Associates and securing new Associates to broaden expertise and courses offered
- To develop and maintain strong customer relationships with social care service providers by attending ARC's Workforce Development Group meeting
- To ensure any risks are identified, responded to promptly and escalated to the NI Director
- To work with the Director to ensure effective management of the ARC NI's training budget
- To ensure compliance with awarding and accrediting body requirements, ensuring all necessary evidence of quality processes and systems are in place

Administrative

- To undertake an annual Training Needs Analysis with customers from the social care sector
- To develop an annual training calendar offering a diverse range of courses
- To promote the training through various means, including networking and digital media e.g. website; twitter etc.
- To manage training bookings, monitoring customer uptake and all logistical requirements of training events e.g. catering/venues etc.
- To complete ongoing evaluation of training events and contribute to an annual impact report
- To support the day to day functioning of the ARC office, including the answering of phones

Other requirements

- To commit to uphold ARC's values, demonstrating them in day to day duties
- To comply with ARC's policy and practice requirements as outlined in the Staff Handbook including Health & Safety, Adult Safeguarding, Equal Opportunities and other relevant policies and procedures
- To be accountable to the Northern Ireland Director, positively engaging in supervision and support processes and liaise with other staff as a positive member of the ARC NI team, through team meetings and general day to day working

This job description is not restrictive and the jobholder may be required to undertake other duties, as directed by the NI Director.

3 PERSONNEL SPECIFICATION

This personnel specification indicates the essential and desirable qualifications, experience, skills, abilities, knowledge, values and/or attitudes that you require to carry out the duties of this post. When completing your application form it is therefore important to indicate how you meet each of the criteria listed below by providing **detailed specific examples (including dates) that relate to your academic, professional, voluntary or personal life.**

Within its value base ARC recognises that certain individuals with disabilities may not have had the opportunity to achieve certain qualifications, or may be unable to meet other criteria such as possession of a driving licence. If you feel that you, as a person with a disability, have experienced these barriers we would encourage you to tell us about it and to tell how your other skills and attributes prepare you for this post. This will help us to make any necessary reasonable adjustments and / or positive action measures to the recruitment process.

(a) Essential Requirements

- 1 A teaching certificate, or accredited train the trainer qualification **and** at least 2 years' experience of working in a social care setting with a diverse range of key stakeholders including managers, support workers and service users
OR:
A Level 5 qualification, in a relevant discipline such as Health & Social Care; Social Work; Nursing; and at least 3 years' experience (within the past 5 years) delivering training relating to social care, demonstrating high quality results and excellent customer satisfaction
- 2 Excellent written and oral communication skills
- 3 Excellent understanding and application of monitoring and evaluation processes, to quality assure products
- 4 Work on own initiative and as part of a team
- 5 Proficient in Microsoft Outlook and Microsoft Office, specifically Word, Excel and Publisher
- 6 Knowledge of Social Care Qualifications Framework
- 7 Knowledge of the values, ethics and skills essential to social care practice
- 8 Travel within Northern Ireland and to other locations in the UK as required.
- 9 Full current driving licence with access to a car for work purposes.

(b) Desirable Requirements

- 10 Project management experience
- 11 Level 3 QCF Assessors Qualification
- 12 Budget Management Skills
- 13 Knowledge of Service Regulatory Framework

*NB: **Criteria based selection** is used as a means of ensuring that the best candidate is selected on the basis of their ability to do the job required. This method of selection requires individuals to demonstrate their knowledge, skills or competence through completion of an application form and, if shortlisted, by attendance at a structured interview.*

Criteria based selection tests applicants against a set of criteria, which have been drawn up and agreed as being necessary for a specific post. The criterion details the knowledge, skills and competences that an individual will need to possess to be effective.

*The **'Personnel Specification'** details the criteria for the post. The **essential criteria** reflect what an applicant must possess in order to apply. Essential Criteria may thus be regarded as 'eligibility' criteria. **Individuals must demonstrate on their application that they satisfy all of these criteria fully in order to be shortlisted.***

*The **desirable criteria** (if applicable) reflect that which would be advantageous for the successful applicant to possess. If the eligible field of applicants remains too large after the initial 'eligibility' shortlist, **the desirable criteria may be applied to further shortlist.***

The aim of the application form is for you to demonstrate your ability to meet each of the criteria and you must provide specific examples including dates of how you meet these criteria.

4 TERMS & CONDITIONS

The post is offered as a one-year contract with the possibility of extension. A summary of the terms and conditions of employment is given below.

Salary: £24,946 pa (pro rata), paid on the 27th of each month.

Hours of work: 21 hours per week. It is preferable that this will equate to 3 full working days to enable delivery of full day training courses. However, the actual days are open to discussion.

Furthermore, because of the nature of the work the post holder must be prepared on occasions to work additional and/or unsociable hours. Hours worked in excess of normal paid hours will entitle the post holder to Time Off In Lieu.

Location: The position is based within ARC NI's office, currently situated Wildflower Way, Boucher Road, Belfast BT12 6TA.

However, the post holder will be required to travel across Northern Ireland on the organisation's business.

Leave Entitlement: 25 days per annum plus 12 statutory days (pro rata). The leave year runs from 1st April to 31st March.

Pension: ARC operates auto-enrolment procedures and offers a 5% (pensionable earnings) contribution to your pension if eligible

Other: Other conditions of service will be those applying to employees of ARC as outlined in ARC's Staff Handbook.

Probationary Period: On commencement of employment with ARC all staff are required to complete a "probationary period", usually 6 months. Confirmation in post depends on achieving the required standard in a range of topics including performance, attendance, training and behaviour.

Declaration: ARC is an equal opportunities employer and welcomes applications from all sections of the community.

The organisation operates a no smoking policy in all its premises. This includes all forms of e-cigarettes.

5 GUIDANCE ON COMPLETING THE APPLICATION FORM

Application Form

- 5.1 You must complete the application form fully and accurately. If there is insufficient space for your answer you should continue on a separate sheet. Any separate sheets included should have your name and the job title clearly indicated at the top right hand corner. Additionally, you should clearly indicate which section of the application form the sheet refers to.
- 5.2 If you have requested the application package electronically, please ensure that when completing the application form you use a minimum font size of Arial 12.
- 5.4 It is your responsibility to ensure that sufficient information is given on the application form to enable the short-listing panel to assess your suitability for the post. It is important that you tell us how you think you meet each of the criteria listed on the personnel specification, as we are unable to make assumptions.
- 5.5 In Section 8, each of the criteria listed on the personnel specification are repeated in individual boxes. For each box you should provide information that positively demonstrates how you can satisfy that specific criteria. It will be insufficient to merely duplicate what the criteria states. So, for example, if it asks for your 'ability to' or 'experience of' you will be required to demonstrate your ability or experience by giving detailed specific examples that relate to your academic, professional, voluntary or personal life. **If you fail to do this you are unlikely to be short-listed for interview.**
- (a) This Section will be used for short-listing purposes and only the information you provide in these boxes will be used to determine how you meet the criteria and whether you should be invited to attend for interview.
- (b) If, **as the direct result of a disability**, you cannot fully meet a specific criteria please tell us so that we can consider any necessary reasonable adjustments.

- 5.6 Applications will only be accepted using the proper application form so that the same type of information is received from all applicants. **Attached CVs will not be considered**, either in lieu of the application form or in conjunction with it. Attached sheets will only be considered where they are continuation sheets of a section of the application form where insufficient room was available to include all the necessary details. See 5.1 above.
- (a) **If your disability precludes you from completing this form** please contact Stephen Walker, for alternative arrangements and/or reasonable adjustments to be made. Phone 028 9038 0962 or email stephen.walker@arcuk.org.uk
- 5.7 Section 10 is a separate form which requests information we require for equal opportunities monitoring.
- (a) ARC is an equal opportunities employer and undertakes to apply objective criteria to assess merit and ability. It aims to ensure that no job applicant, employee or worker receives less favourable treatment on the grounds of race, colour, national or ethnic origins, sex, sexual orientation or perceived sexuality, gender reassignment, marital status, disability, membership or non-membership of trade union, “spent convictions” of ex-offenders, class, age, politics, religion or belief.
- (b) To help ensure that we are meeting our obligations ARC monitors the composition of groups such as staff, volunteers and people supported on a regular basis. This monitoring helps to identify if any of our policies, procedures or activities are operating to the detriment of any particular grouping within our diverse society.
- (c) We are therefore asking for your help in providing us with the information we need by completing this section of the application form, the sub-sections of which are set out in alphabetical order.
- (d) ARC recognises that the information it is seeking is of a sensitive nature and gives the following assurances that it will be:
- treated in confidence and in accordance with data protection legislation

- confidentially stored with access strictly controlled
- used only for statistical analysis in relation to equal opportunities monitoring and individuals will not be identified.

(f) **The information provided on this section of the application form will not be shown to the selection panel.** It will be removed from the rest of the application form by the managing Administrator. All returns for this recruitment will be collated, and amalgamate statistics will be stated within a summary post-recruitment report. This report will be protected, access restricted and used strictly in line with good practice procedures. Once the information has been transferred the written information contained in this section of the application will be confidentially destroyed.

5.8 Any information provided will be treated in the strictest confidence. However in the event of a complaint to a statutory body we may have to comply with a legal direction and release your application form.

Criminal Records Check

5.9 As an organisation that works with adults who may be at risk of harm, or in need of protection it is ARC's policy not to recruit staff without conducting a criminal records check. This is carried out on our behalf by Access NI.

5.10 The successful applicant will be required to complete an online application form for an Enhanced Disclosure Certificate. Appointments will only be confirmed upon completion of this process.

5.11 This policy is in place to ensure that people who might be a risk to adults with a learning disability are not appointed.

5.12 These checks are carried out in line with the Access NI Code of Practice. If applicants would like a copy of this code they follow the attached link:- <https://www.nidirect.gov.uk/publications/accessni-code-practice>

5.13 Any information received will be treated in the strictest confidence. It will be considered only in relation to its relevance to the position to which you are applying. It should be noted that convictions would not

necessarily preclude full consideration of your application or debar applicants from gaining employment.

Returning Your Application & Monitoring Form

5.13 It is your responsibility to ensure that the application form is returned by the closing date and time. Application forms received after this will not be accepted.

5.14 Completed applications can be returned using either of the following methods:

(a) By Post or Hand to: Stephen Walker
ARC NI, Wildflower Way
Boucher Road, Belfast
BT12 6TA

(b) By Email to: stephen.walker@arcuk.org.uk

5.15 If returning completed applications by email the candidate should do so by “read / receipt”. If they have not received a “read / receipt notification” within 2 days they should telephone Stephen Walker on (028) 9038 0962.

5.16 Completed applications **will not** be accepted by fax.

Recruitment Dates

5.17 The following timetable has been set with regards to this vacancy:

- Short-listing 23rd May 2018
- Interview 6th June 2018

NB: These dates may be subject to change