
Intensive Support Manager

External Vacancy

Post Ref: 6016. Full Time, 37 hours per week. Permanent. £30,018.48 - £30,909.03 per annum.

Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.

Our Intensive Support team plays a pivotal role in providing support for some of our most vulnerable students that enables them to engage, achieve and progress in their studies. We are seeking to appoint an experienced manager to lead, support and develop this service. You will be highly motivated with excellent communication skills and considerable expertise and practitioner skills in safeguarding/child and/or vulnerable adult protection, Prevent, mental health and wellbeing issues.

You will be a Designated Safeguarding and Prevent Officer, overseeing the implementation and the day-to-day management of child protection & safeguarding processes whilst ensuring the young person is placed at the centre of decision-making.

You will need a data focussed skillset, to ensure the effective and timely recording, collation, and secure storage of safeguarding information and data, across the College ensuring that legislation is adhered to and that risk is minimised. It will be key that you maximise the use of management information to ensure the college is proactive in its support for students, to identify opportunities for innovation and shares best practice.

You will work closely the Head of Student Experience to make a positive impact on the wellbeing of our students by developing and implementing a cross college mental health strategy. The successful applicant will also coordinate individualised assessment activity, provide counselling support to a small caseload of students, supervision to staff members and plan, coordinate or deliver training on a range of wellbeing topics.

The ability to build honest, open and challenging business relationships both internal and externally is essential, as is the ability to work to tight deadlines under pressure.

Sunderland College has an exciting future and we are looking for someone who wants to be part of our transformation. Our campuses are based across Sunderland and Hartlepool and we are the largest multi campus College in the North East. Annually the College delivers education and training to 13,500 students ranging in age from 14-16, 16-18, 19 years and above. Delivery spans all education routes including GCSEs and A Levels, professional and technical education, apprenticeships, higher education and commercial activity.

In the last few years the College has been inspected and achieved 'good' with strong features, we recently won a national Beacon Award for our approaches to Employer Engagement, a reflection of the value we place on collaboration and partnerships. We have also achieved TEF Silver for our



Higher education teaching and learning. We are Matrix Accredited for our IAG Services and work closely with the NE LEP to embed the Gatsby Good Career Benchmarks across the region as lead college in the North East Ambition: Careers Hub. The College has also recently achieved Continuing Excellence for the Better Health at Work Award.

Applicants should be able to demonstrate, in their personal statement, practical examples of how they fulfil the person specification.

Due to the nature of this post you will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit www.sunderlandcollege.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack.

All applications must be received by 12:00 noon on Friday 27 July 2018

It is anticipated that interviews will take place during the week commencing 13 August 2018.

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

Job Description

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).

Post Title	Intensive Support Manager
Post Reference:	6016
Reports to	Head of Student Experience
Department	Student & Customer Experience
Grade	030-031
Contract	Support
Location	Any College Campus

ROLE PURPOSE

To be responsible for the operational co-ordination and provision of safeguarding (Child protection and vulnerable adult protection) and Prevent issues across the College. The post holder will be required to undertake the supervision and monitoring of cross college safeguarding work to ensure the safety/well-being of students, compliance with statutory legislation and best practice.

The post holder will also be responsible for the identification, co-ordination and provision of support for Looked After Children, care leavers, young carers, young parents and young offenders.

This post is a Designated Safeguarding & Prevent Officer and the post holder will have considerable expertise and practitioner skills in safeguarding/child and/or vulnerable adult protection.

This post line manages the following posts within Student and Customer Experience:

- Intensive Support Officers
- Senior Student Counsellor
- Graduate Counsellors

The Intensive Support Manager is expected to be supportive to their team, act with integrity at all times and lead by example with particular reference to promoting excellence in safeguarding, communication with stakeholders, equality & diversity and confidentiality.

KEY ACCOUNTABILITIES

Leadership and Management

- Provide excellent leadership to ensure that the College offers the highest quality service to its students and foster a culture of high aspiration, which inspires and empowers students to be the best they can be.
- Demonstrate day-to-day commitment to the College's core values and mission, leading by example. Encourage the commitment of staff and implementation of the College's policies, practices and procedures, including those relating Safeguarding and Health and Safety.
- Clearly articulate the standards and service levels required for the service and ensure that those standards are consistently achieved or exceeded.
- Ensure the delivery of excellent services and facilities, effectively using management information, data and performance indicators to further enhance service levels.
- Develop the capacity and capability of the service through the effective deployment of resources, the effective use of existing and emerging technologies and systems, and the continual review of student and stakeholder feedback.
- Ensure that the staffing resources are deployed to achieve the most effective outputs, that expectations and objectives are clear and that there is a highly effective plan for development to meet service needs.
- Manage safeguarding, pastoral and counselling referrals, associated caseloads and support processes and interventions and ensuring timely and appropriate support intervention for at risk students.
- Responsibility for maintaining the College's safeguarding database and working collaboratively and in a supervisory capacity to monitor and review students on the database and their associated support/ risk management.
- Provide timely and effective supervision of designated safeguarding officers.
- Promote safeguarding awareness to College staff and ensuring they fully understand their duties and referral procedures.
- Responsibility for ensuring that relevant, up to date policies and procedures are in place and reviewed regularly.

Student Journey

- Be the Lead Practitioner role for safeguarding complex/ serious high/ risk cases.
- Contribute to the College's Safeguarding strategy and implementation through the development of a triage screening process within the team
- Ensure appropriate risk assessments are undertaken and monitored prior to entry for all vulnerable students and action plans are shared with relevant staff, where appropriate.
- Provide safeguarding interventions and support for students
- Maintain confidential records of reported cases, take action and liaise with statutory agencies, ensuring that they have access to records
- To provide, collate and monitor regular, accurate and timely data on safeguarding and child protection incidents and outcomes.

- To produce accurate and timely reports for Director of Student Services and Head of Student Experience in relation to all areas of Safeguarding including Prevent
- Establish and maintain contact with local statutory agencies on behalf of the young person.
- To complete the Strengthening Families Assessment (CAF) & TAF Action Plans, where necessary, and liaise with the Safeguarding Children's Board upon completion
- Work with partner organisations and key external agencies to ensure vulnerable students are identified at an early stage and effectively supported and to enhance and develop safeguarding provision.
- Work closely with Curriculum, Student Progress & Development and Learning Support teams to ensure that students' needs are identified and appropriate support and risk assessment is put in place and reviewed
- Represent the College at multi-agency meetings e.g. Child Protection Case Conferences/ Child In Need, MASH meetings, reviews as appropriate
- Make appropriate referrals to outside organisations and support and monitor referrals made by other members of staff to ensure appropriate action and follow up
- To keep informed of National, Local and Institute legislation, policies and procedures with regard to Safeguarding Vulnerable Adults and Children and cascade the information accordingly.
- Work with the wider Student Experience team, curriculum staff and external agencies to provide a range of engagement opportunities across the academic year, which aim to promote student well-being and reduce the risk of harm.
- Contribute to the planning and delivery of a range of awareness activities to promote key college strategies such as Prevent, fitness to study, anti-bullying, stress, and positively promote equality and diversity and celebrate difference
- Communicate with college staff and students regarding safeguarding and child protection.
- To adopt an imaginative approach to the development of Safeguarding, Prevent and wellbeing promotional materials and disseminate these to staff and students via a range of mediums.
- To ensure that all College areas across the College have Safeguarding posters/information present.

GENERAL RESPONSIBILITIES

- Travel to other locations to attend meetings and meet with the teams when required.
- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post
- To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation
- Undertake such other duties as may be reasonably required.



Person Specification

Post Title: Intensive Support Manager

Post Ref: 6016

				ASSESSMENT METHOD			
	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process
Qualifications							
Educated to Degree Level or equivalent	✓			✓			
GCSE Maths and English Grade A* - C or equivalent	✓			✓			
Recognised Safeguarding qualification or willing to work towards	✓			✓	✓		
Counselling qualification		✓		✓			
Evidence of continuous professional development	✓				✓		
Teaching qualification		✓		✓			
Specialist Knowledge							
Understanding of the role of the service in supporting wider college objectives	✓				✓	✓	✓
A working knowledge of confidentiality, child protection, data protection and anti-discriminatory/oppressive practice	✓				✓	✓	✓
Knowledge of different techniques and tools when dealing with students in crisis	✓				✓	✓	✓
Have a good, sound knowledge of national and local strategies and guidance related to Safeguarding and Child Protection, including Prevent, Personal Development Behaviour and Welfare	✓				✓	✓	✓
Understanding of diversity, equal opportunities and DDA legislation		✓			✓	✓	✓
A knowledge of other support provision for students		✓			✓	✓	✓
Experience							
Experience in a post 16 college / university setting		✓			✓	✓	✓
Experience of working in a team	✓				✓	✓	✓

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
Developing working relationships with internal and external agencies successfully	✓				✓	✓	✓
Ability to deal with situations sensitively and with empathy, both face to face and telephone communication	✓				✓	✓	✓
Working with the CAF/TAF	✓				✓	✓	✓
Experience of working with people in a crisis or presenting complex activities	✓				✓	✓	✓
Experience of using solution focused methods when working with students	✓				✓	✓	✓
Experience of delivering staff training		✓			✓	✓	✓
Experience of delivering teaching/training to students		✓			✓	✓	✓
Provide and analyse statistical data in a clear, understandable report format		✓			✓	✓	✓
Skills and Understanding							
Ability to use a range of interventions to help others resolve their issues	✓				✓	✓	✓
Ability to carry out assessments e.g. for students at risk	✓				✓	✓	✓
Ability to plan activities and events	✓				✓	✓	✓
Ability to keep and maintain accurate and confidential records	✓				✓	✓	✓
Ability to apply strategies to help others overcome personal barriers	✓				✓	✓	✓
A proficient knowledge of Microsoft Office programmes such as Word and Excel	✓			✓	✓	✓	✓
Ability to set clear targets and evaluate outcomes	✓				✓	✓	✓
Good presentational skills.	✓				✓	✓	✓
Good interpersonal skills.	✓				✓	✓	✓
Time management skills	✓				✓	✓	✓

	Essential	Desirable		ASSESSMENT METHOD			
				Certificate	Application Documents	Reference	Selection Process
Personal Attributes							
Suitable to work with children and young people	✓			✓ Criminal records check via DBS	✓	✓	✓
Excellent interpersonal skills and the ability to build and maintain relationships with a range of internal and external colleagues	✓				✓	✓	✓
Ability to work flexibly to meet service demands	✓				✓	✓	✓
Ability to work under pressure	✓				✓	✓	✓
The ability to communicate at all levels	✓				✓	✓	✓
To have flexibility and willing to try out new ideas	✓				✓	✓	✓
Tact and diplomacy	✓				✓	✓	✓
Well organised and self motivated	✓				✓	✓	✓
Approachable, open and honest	✓				✓	✓	✓
To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.	✓				✓	✓	✓
To uphold British Values, the college values and responsibilities with regard to equality and diversity.	✓				✓	✓	✓
To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.	✓				✓	✓	✓
Other							
Ability to work occasional Saturdays and evenings where reasonably required	✓				✓		
Ability to drive and access to a vehicle		✓			✓		
Ability and willingness to travel between sites and to external meetings as required.	✓				✓		