

# Parkhead Citizens Advice Job Description

**Job Title:** BarlinnieTraining Officer

**Responsible to:** Assistant Manager

**Hours of Work:** 35 hours per week

**Salary Scale**: **£ 28,268 (plus pension, NI etc)**

**Type of Contract:** Permanent, subject to further funding after current 3 year grant award

**Requirements:** Appropriate Disclosures

The post holder will work in Barlinnie Prison and the local Community to support prisoners in life skills training and peer advice. The main aim of the post is to lead prisoners in a programme of personal and social development and to provide support for the development of volunteering out in the community on release. This will include:

• Lifeskills workshops for prisoners

• Training for prisoners as peers advisers to help other prisoners

* Training for prisoners to become qualified CAB advisers

• Links in the community for peer advisers to continue volunteering post release

* Working with prisoners to obtain recognised awards , e.g community achievement awards, CAB Generalist adviser badge.

**MAIN DUTIES AND RESPONSIBILITIES**

**Planning and Development**

• Assist in the formulation and delivery of the training and development plans of volunteers

• Ensure volunteers are at the heart of planning and deciding topics for sessions delivered and that feedback, ideas and suggestions are listened to and acted on

• Respond to the introduction of new legislation and initiatives and identify appropriate training ideas and workshops appropriate to the needs of the participants

• Evaluate the effectiveness of training and development programmes

• Identify own training and development needs.

**Training**

• Undertake assessments of training needs and competence of peer advisers and any supporting volunteers

• Maintain training and development records for volunteers

• Support Volunteers to achieve relevant qualifictions

• Hold regular meetings with individual trainee volunteer advisers to ascertain problem areas, competency progress and training and development needs

• Research, design and deliver training programmes, sessions, lesson plans and materials.

• Arrange visits and placements for volunteers with outside agencies and organisations where appropriate.

• Liaise with the management team and prison personnel on the provision and timing of training courses.

• Liaise with Citizens Advice Scotland Training staff, bureau tutors, staff of other agencies and external training providers who may assist in the programme

• Assist in raising awareness within the community of the services provided by the project and Parkhead Citizens Advice Bureau.

• Contribute to and participate where appropriate in the activities of the Scottish Association of Citizens • Advice Bureaux - Citizens Advice Scotland

• Liaise with relevant external agencies to promote confidence in the project and services

**Administration**

• Attend appropriate internal and external meetings as agreed with the line manager

• Prepare a monthly report including details of training provided, numbers attending and participants evaluation of training

• Assist the Bureau Manager in matters relating to the production of the Annual Report, monitoring reports for funders and in the production of briefing materials, social policy reports and information leaflets

**General**

• Carry out any other tasks which may lie within the scope of this post.

• Abide by health and safety guidelines sharing responsibility for own safety and that of colleagues.

• Ensure knowledge of all Safeguarding policies and practices related to the post and project

• Agree to appropriate Disclosure requirements

**Person specification**

• Experience of supervising other staff and or volunteers.

• Understanding of and commitment to the aims and principles of the CAB service and its equality and diversity policy

• Understanding of theory and principles of adult learning and development.

• Experience of design and delivery of self-study and group training materials.

• Recent experience of planning, developing, delivering and assessing the effectiveness of training sessions/programmes.

• Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.

• Experience of providing advice (ideally within a CAB setting)

• Ability to monitor and maintain own standards and take part in National standards.

• Experience of supporting and supervising staff

• Effective written and oral communication skills.

• Ability to use IT in the preparation of training materials and reports. Ability to use standard software packages including MS Word, Excel, Powerpoint and Access

• Experience of coaching/mentoring/tutoring

• Understanding of adult learning techniques/theories.

• Ability to contribute to planning and implementation of training and development programmes

• Ability to research and interpret complex information

• Flexible approach and willingness to work as part of a team.

**Managing advice sessions**

• Manage the practicalities of the advice session and ensure adequate staffing and resources.

• Provide an appropriate level of support and supervision to individual workers depending on their level of competence.

• Monitor the case records of volunteer advisers in line with the quality standards framework

• Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.

• Keep technical knowledge up to date and provide technical support to advisers.

**Staff Management**

• Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and volunteers and staff are supported

• Support and supervise the work of any additional minders/coaches and tutors

• Participate in the induction of new staff or volunteers as delegated.

• Ensure the effective performance management and development of advisers through regular supervision sessions, the appraisal process and learning and development.

• Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.

• Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.