



Life Skills Tutor

REPORTS TO: Head of Social Enterprise

Hours: Mon-Fri, full time or part time/job share considered

Salary: £28,350 - £29,484 (FTE, negotiable dependent on experience)

Location: Hemel Hempstead, Dacorum

JOB DESCRIPTION:

OVERALL PURPOSE:

- To support clients to identify their barriers and needs, and devise plans to ensure their progress
- To deliver engaging and interactive workshops on budgeting, cooking, home maintenance and more
- To create a safe, inclusive and encouraging learning environment, implement feedback and continually improve our services
- To collaborate with the wider DENS team and our external partners to ensure a high quality service

DUTIES AND RESPONSIBILITIES:

- Promoting our Life Skills programme to generate referrals and encourage engagement
- Meeting with clients to assess support needs and learning styles whilst building trust and rapport
- Delivering engaging and interactive training sessions to small groups on a range of topics
- Challenging negative beliefs/attitudes in a constructive manner, coaching clients towards more positive behaviours and views
- Tailoring programme content and using a range of techniques according to the needs of individual clients
- Establishing and maintaining a positive and inclusive learning environment, encouraging client participation
- Running our online accounts (Etsy, Vinted, eBay etc.) and teaching clients to use these platforms
- Keeping records of who has attended your sessions and how they are progressing, providing feedback to Key Workers and working in partnership to find the best way forward
- Working to targets and deadlines, organising own diary and workload
- Continually evaluating and developing programme content in collaboration with wider team, implementing client feedback and being flexible according to requirements of our funders
- Overseeing the Health & Safety of the activities associated with the Life Skills programme
- Developing and maintaining effective working relationships, collaborating with all staff and volunteers and working together to achieve the DENS aims and organisational strategy

We take the safeguarding of our clients seriously and as such this role is subject to a DBS check.

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by their Line Manager.



PERSON SPECIFICATION:

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> GCSE English and Maths or equivalent 	<ul style="list-style-type: none"> A teaching qualification, such as AET or similar, or willingness to work towards this Food Hygiene trained First Aid trained
Knowledge & Experience	<ul style="list-style-type: none"> An understanding of the issues faced by people experiencing homelessness Experience of supporting people who have complex needs and/or vulnerabilities Experience of passing on skills and knowledge to others Experience of managing and organising own workload Knowledge of social housing, tenancy sustainment, income maximisation, or the welfare benefit system Experience of developing working relationships internally and externally 	<ul style="list-style-type: none"> Previous experience in supported housing/floating support or similar Experience of delivering group and 1:1 training sessions, and providing practical guidance on a range of life skills Experience of devising lesson plans and activities Experience of working to targets and reporting figures Experience of working or volunteering for a charity Knowledge of geographical area Knowledge of online selling platforms such as Etsy and Vinted
Skills & Abilities	<ul style="list-style-type: none"> Ability to deal with potentially challenging people and situations Ability to empower and motivate others Good administrative skills - IT literate, confident using Microsoft programmes, email and the internet Good verbal and written communication skills, able to tailor style to the audience 	<ul style="list-style-type: none"> Experience of Inform CRM systems or similar Experience of using online platforms such as Etsy and Vinted to sell handmade and pre loved items
Personal Qualities	<ul style="list-style-type: none"> People person and a natural team player Tactful and diplomatic Able to work independently Passionate about helping others to succeed 	
General		<ul style="list-style-type: none"> Full driving license and own transport