**Job Title:** Academic Support Worker

**Reporting to:** Specialist Academic Support Coordinator

**Responsible for:** N/A

**Location:** The students we support at University/College campus (dependent on chosen area of work)

**Travel:** Regular local travel required

**About the role**

Our team of Academic Support Workers perform a vital role in ensuring that our students are supported **safely,** in an **effective** and **caring** way that is **responsive** to their own **individual** needs.

We are looking for Academic Support Workers who have a caring and person-centred approach and great communication skills. You must also have the ability to work autonomously and as part of a team, be reliable and honest, with a respect for privacy and confidentiality.

**Support Duties**

* Encourage and enable individuals to achieve personal/academic goals such as:
* Increased social, emotional and psychological well-being.
* Increased levels of acceptable behavior.
* Increased independence.
* Provide Non-Medical Helper’s support which includes academic based support within Higher Education Institutions. Support roles include:
* Practical Support Assistant
* Library Support Assistant
* Reader
* Scribe
* Workshop/ Laboratory Assistant
* Sighted Guide
* Proof Reader
* Study Assistant
* Examination Support Worker
* Manual Note Taker

**Admin & Communication**

* Communicate clearly, adapting your approach to individual students.
* Attend regular team meetings with colleagues.
* Read and understand company policies, instructions and email communications.
* Attend regular Supervisions as requested with your line manager/ Specialist Academic Support Coordinator.
* Keep in regular contact with Case Coordinator and office staff by text and email.
* Complete appropriate forms as requested:
* Incident and Accident form
* Handover Sheets
* Timesheets
* Workplans (where appropriate)

**General**

* Be responsible for your own transport arrangements for accessing your designated place of work, inclusive of necessary insurance, MOT and tax.
* Act in a professional manner and maintain a professional image at all times, being respectful of students and any associated professionals.
* Responsible for managing your own diary, checking your rota(s) and ensuring you are available for confirmed support sessions.
* Undertake any other general or student specific duties/training as directed in order to meet the requirements of the role.

Our overall goal is to empower our service users, to increase choice, control and independence and achieve positive outcomes during their academic studies.

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| **Area** | **Essential** | **Desirable** | **Evidence** |
| **Qualifications and Training** | Good level of Education – Minimum completed 1 year of a degree | Health and Social care/sciences related qualification or training. | Application Form  Document check  Interview |
| **Experience and Knowledge** | Experience is not essential as full training is provided. | Knowledge and understanding of the needs of adults with disabilities or communication difficulties.  Experience working within a Community or Education setting.  Relevant qualification and/or Personal, voluntary or work-related experience of adults with disabilities, complex care needs and/ or communication difficulties.  Knowledge and Awareness of DSA-QAG and/or CQC standards. | Application Form  Interview |
| **Key Skills** | **English skills** – Excellent communication skills both written and verbal.  **Number skills** – Ability to calculate basic financial information and use medical charts.  **Digital skills** – Competency in Word, Excel and Outlook.  **General skills** - Excellent time-keeping, organisation skills and ability to work under pressure. Ability to work with autonomy. |  | Application Form  Interview  Document check  References |
| **KEYFORT Values** | **Individuality –** adopt a person-centred approach at all times.  **Positivity –** solve problems & have a positive outlook, enthusiastic.  **Quality –** maintain professionalism & follow instructions.  **Respect –** Non-judgemental attitude, respect privacy & confidentiality.  **Sustainability –** willingness to train & develop skills  **Team Spirit –** promote team work and celebrate achievement. | Experience of team work, meeting deadlines and following processes. | Application Form  Interview  References |
| **Care Standards** | **Safe** – Ensure the health, well-being and safety of Service Users.  **Caring -** Genuine empathy and understanding of others.  **Responsive** – Flexibility to adapt to changing needs or requirements.  **Effective** – Provide regular updates to monitor Service User goals, request feedback. | Experience or training in Health & Safety, Food Hygiene, First Aid, Moving & Handling.  Experience or training in Safeguarding of vulnerable/ At Risk adults. | Application Form  Interview |
| **Other** | Access to own or local transport for travel to support sessions.  Access to internet and mobile phone. | Car owner, UK Driving license, plus Insurance for Business Purposes. | Application Form  Document check |

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| Employee Signature: | Date: |
| Employee name: | |