

Job Description:
[Information Advice and Guidance Provider]

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| Function: Purposeful Activity |  |
| Position Information Advice and Guidance Provider (IAG) |  |
| Job holder:  |  |
| Date 10th May 2022 |  |
| Immediate manager Tony Shimelt |  |
| Additional reporting line to: Helen Timm |  |
| Position location: Activities Office in Education. |  |
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| 1. Purpose of the Job –  |
| * To provide residents with Information Advice and Guidance on Employment and Education courses and the Library facilities available to them during their stay.
* To discuss with residents the options that are available to them, considering their initial assessment results, their anticipated length of stay and any employment, Education or training aspirations they may have whilst they are in custody and on their release.
* To ensure that all learning records are accurate and updated regularly.
* To ensure that attendance is recorded daily on 2 computer systems and that residents are paid accurately and on time.
* To accurately schedule residents to suitable activities and to ensure they are paid in time with the correct amount.
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Draft. Version: 27-03-2014

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| 2. Organisation chart – |
|  Head of RegimesAdd org chartInformation Advice & Guidance provider Industries Senior Officer Head of Education |

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| **3. Context and main issues**  |
| * Forest Bank is a reception prison serving the courts of Greater Manchester. It receives at least 100 new receptions a week. All residents that are received into Forest Bank must be scheduled for their initial assessment on the Computer Management System (CMS). The resident will then take his initial assessment in maths and English on the computer. The session will be scheduled and supervised by the information Advice and Guidance Team (IAG).
* The IAG team will then talk to residents on a 1-1 basis, informing them of their initial assessment results and what opportunities there are for education and training at Forest Bank. They will also talk to them about employment. If they have employment aspirations; the training or education, they enter at Forest Bank should reflect those aspirations as near as possible, so that they are better equipped for when they are released or transferred to another establishment. The whole of the information Advice and Guidance service falls under intense scrutiny by OFSTED inspectors so it is very important that a top quality service is offered to all residents.
* The IAG team will then need to schedule the resident onto education or employment on CMS. Then they will need to enter all the residents’ details onto the CURIOUS system. This also requires access to the Learner Records Service (LRS), as all residents will be given a Unique Learner Number. The information that is put onto CURIOUS is very important as it can be viewed by other Heads of Learning and Skills in the country and OFSTED inspectors. The scheduling of residents also needs to be accurate, and all residents will have a risk assessment, which must be adhered to when allocating individuals to activities. It is very important for security as accurate scheduling ensures that the right residents will be in the right place at the right time. It will enable the wider establishment to be able to see where a resident is located during the core day.
* The IAG team will also ensure that all attendances and reasons for non - attendance are recorded on the CURIOUS system which will populate an overall attendance percentage at the end of every month. This percentage can again be scrutinised by Inspectors and other Heads of Learning and Skills, so it is extremely important that the data in-put is very accurate. The IAG team will also need to register and commit attendance on CMS so that residents are paid.
* Allocation to work and education must always be fair and equitable and the IAG team are expected to keep records on the allocation of ethnic minorities to activities to ensure that that they are given an equal chance of gaining sought after roles such as servery or wing mentor work.
* The IAG team will need to carry out a Learning Difficulties assessment on induction. The nature of the LDD will be referred to the LDD team.
* LDDs must be recorded on the Learner Information Section of the CURIOUS system. Any resident who has an LDD must be supported and the IAG team will need to make referrals to the LDD team.
* Residents can make official complaints about their employment or education and the IAG team will need to respond to these using official and polite language.
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| 4. Main assignments  |
| * To greet new receptions to the Learning and Skills department and facilitate their maths and English initial assessments on the computer.
* To establish through the initial assessment results, the resident’s length of stay and his aspirations what activities will be most beneficial.
* To be able to make referrals to the LDD team where a resident declares an LDD.
* To encourage Library membership.
* To be very computer literate and very good at using CURIOUS, CMS and the VC to schedule residents to activities, input information on residents, ensure residents are paid, record attendance and update learning plans.
* To provide information on the number of learners on education courses and residents in activities on a daily basis to PDU.
* To complete regime monitoring for education and other employment areas such as industries on a weekly basis and forward to the Performance Development Unit before the given deadline.
* To update information on courses, and employment on the wing kiosks.
* To ensure that general applications on the kiosk are responded to with given deadlines.
* To ensure that waiting lists for activities are dealt with in a timely manner.
* To maximise the use of all employment spaces in the establishment.
* To print off work lists for any area that employs residents.
* To chase up residents who don’t attend their induction and don’t attend their activities.
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| 5. Accountabilities  |
| All receptions are put onto the CURIOUS and CMS systems. Spaces are filled to a maximum in all areas. Learning plans are up to date. All residents receive and initial assessment if they have not had one in any 6 months period. All residents receive a quality IAG session. |

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| 6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * To be very experienced in this area of work.
* To be very computer literate and very good at using CURIOUS and CMS systems.
* To be knowledgeable about all activities at Forest Bank.
* To have a patient and calm manner when dealing with new receptions.
* To be excellent in motivating reluctant and sometimes challenging residents to take up activities that are beneficial to them whilst at Forest Bank and on release or transfer to another establishment.
* To enjoy working as a team and to be prepared and willing to cover colleagues in times of staff absence.
* To be flexible and willing to adapt to changes in priorities and systems.
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| 7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Innovation and Change
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| * Rigorous management of results
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| * Brand Notoriety
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| * Commercial Awareness
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| Employee Engagement |  |
| Learning & Development |  |

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| 8. Management Approval – To be completed by document owner |
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| Version | 1 | Date 2nd February 2021 |  |
| Document Owner | Helen Timm |

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