



**JOB TITLE:** Learner Support Assistant

**LOCATION:** Based at Skills Tank – a division of Care First Management Services Ltd

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**Reporting to:** Hub Manager &/or Deputy Hub Manager

**Key Internal Contacts:** Other staff within the education team  
Staff in other departments within the Centre  
Staff in other Centres in the Region  
Central Office Staff

**Key External Contacts:** Service User relatives, advocates, and others  
Placing Authorities and Service Providers  
Registration, Regulatory and Inspection bodies  
Local Services – Statutory, Voluntary and Community Neighbours

**Purpose of Job:**

To provide and deliver high quality person-centred education, learning outcomes and or care support needed to service users with learning disabilities, autism, Mental Health, Behavioural support needs, Complex health, physical disabilities and or PMLD in accordance with Company policies procedures and practice standards set by the Regulatory Body.

**Key task areas and responsibilities:**

**Service Users (as defined by the relevant service e.g. Young People/Young Adult/Students)**

- To support and promote development of Service Users attending the 'Skills Tank' Provision and to meet the range of social care, Learning and Education support needs for vulnerable adults with a broad range of needs and conditions.
- To actively support the Hub Manager in the delivery of Educational and Learning through fun, meaningful session and activities always promoting a quality and professional service. Ensuring tracked appropriately on daily systems.
- To give concise and accurate feedback and reports to Hub Manager on each learner's progress so that assessments, support plans, behaviour plans and other individual information are focused and clear on support needs, learning outcomes and achievements.
- To provide relevant and appropriate support to Service Users, on an individual or group basis, in order to enable them to access the curriculum and learning outcomes as independently as possible.
- To ensure that the available equipment and resources are used, stored and maintained efficiently, reporting any maintenance issues to Hub Manager or Deputy Manager.
- To organise the classroom, its resources, Service User groupings and displays to provide a stimulating learning situation.

- To support the Hub Manager/Deputy Manager to write, update, implement and evaluate documentation relating to the Service Users daily. This will include Care Support Plan, Behaviour Support Plan, Individual Risk Assessment, Individual Education or Learning Plans, All about me document, daily records, medication records as required and appropriate.
- To work collaboratively with the Hub Manager and/or Deputy Manager to adequately plan to ensure the safety of students, in line with risk assessments, while both on and off site.
- To produce appropriate and effective resources/teaching aids at the request of, and following a brief provided by, the Hub Manager and/or Deputy Manager.
- Work with and manage behaviours, enabling Service Users to develop from needing external control, to developing self-control. To be fully aware and alerted to changes in individual behaviour.
- Safeguard all Service Users and ensure their safety and wellbeing in line with Company Policies and reporting procedures.
- To maintain regular communication both informally and in meeting times, ensuring the individual needs of the Service Users are being met effectively.
- To make, use and keep records in accordance with Company policies and procedures and standards set by the Regulatory Body.
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User education and care.
- Ensure individual Service Users are escorted to their transport safely (whether this is the minibus, carer, Ring & Ride or providing escort duties via taxi to and from the service as and when needed planned by your Hub Manager)
- To ensure Service Users confidentiality, respect, privacy and dignity is maintained at all times when carrying out personal or intimate care, administering medication and managing medical conditions in line with individual plans.

**General Duties:**

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed
- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Report issues and/or incidents relating to staff and Service Users that have arisen in the day promptly to the relevant Line Manager or appropriate person
- Operate at all times in accordance with Company policies and procedures, with particular reference to Safeguarding, Child Protection, Whistleblowing, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions, and annual reviews in accordance with Company policy and the standards set by the Regulatory Body

- Work to promote the Centre as a valued, professional asset within its community and conduct themselves at all times in a manner that reinforces this image
- Ensure that all actions are in the interests of the Service Users and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required

**Qualifications:**

NVQ Level 2 in Health and social care, Teaching Assistant NVQ level 2, desirable.

**Knowledge & Experience:**

**Essential**

Ability to work independently and as part of a team  
 Effective communication skills, verbal and written  
 Ability to record information accurately  
 Good organisational skills  
 Ability to deal with complex and challenging behaviour  
 Ability to demonstrate empathy  
 Basic IT skills  
 Willingness to work towards further qualifications and training as required for the role

**Desirable**

Experience of work within a education/residential or day opportunities setting  
 Driving License