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| **Job Description** |
| **Post title** | Learning and Development Officer (Social Work) |
| **JE Reference No** | N8938 |
| **Grade** | Grade 11 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care, Operational Support, Development & Learning |
| **Reporting to** | The post holder will be accountable to the Principal Learning and Development Officer. |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The purpose of the post is to design, develop, implement, commission and evaluate high quality learning and development programmes to effectively develop the social work workforce within , AHS and related roles.

Learning and Development Officers (Social Work) will be aligned to roles and responsibilities on the basis of their skills, experience and qualifications in relation to the area of work.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To use social work knowledge and experience to support the transformation of services.
	+ Providing specialist advice to project steering/management groups.
	+ Carrying out research, project planning and writing supporting reports.
	+ Working collaboratively with other teams (for example the Safeguarding Adults Board/Practice Development to ensure an innovative and timely response to Service needs.
	+ Designing and delivering or commissioning training to support transformation.
	+ Ensuring systems are in place to record and report progress.
* To facilitate, provide expert advice, and act as a decision maker on a range of panels alongside operation and team managers. Panels will decide whether social workers and those working in related professions are able to practice as social workers (Assessed and Supported Year in Employment), or to practice at a sufficient level to work as an Approved Mental Health Professional or as a higher grade worker.
* To act as a long arm practice educator supporting and assessing the practice of social work students where there is a lack of capacity within teams, unplanned absence of allocated practice educators, breakdown of placements or students with complex learning needs.
* To act as a mentor for staff undertaking post qualification modules and Practice Education where team managers are unable to do.
* To design and deliver induction programmes, supporting documentation and procedures which meet national requirements (Assessed and Supported Year in Practice/Licence to Practice).
* To use specialist knowledge and experience to support the delivery of multi-agency training.
* To develop and review policies and procedures linked to learning and development and practice, ensuring advice of Legal Services and Human Resources advice is taken into account and Trade Unions are consulted.
* To establish effective working relationships with partner Universities working collaboratively to support the Service to meet National recommendations
* To contribute to the development of the annual learning and development plan ensuring:
	+ Training needs analysis is carried out as agreed with the relevant Strategic Managers
	+ Service priorities and National drivers/agendas are reflected
	+ Statutory, mandatory and Corporate requirements are met
* To lead on implementation of the learning and development the plan within the area of expertise assigned by AHS Development and Learning Manager. Ensuring that:
	+ The area of the plan is delivered within the given timescales, to an appropriate standard and within existing resources
	+ A collaborative approach is taken with the relevant Service Area so that changes can be made within resources to reflect changes in Service needs.
* To support operational managers in determine learning and development service priorities and to ensure corporate and statutory requirements are met
* Undertake appropriate learning and development needs analysis throughout the year to identify appropriate products and services
* To contribute to the development and implementation of commissioning learning and development frameworks for AHS as required
* To support the commissioning and delivery of products and services in accordance with the agreed annual Learning and Development Plan in accordance with the contract procedure rules, working collaboratively with Corporate Procurement and Commissioning as appropriate.
* To manage a delegated budget for the relevant area of the learning and development plan ensuring that regular and accurate information on commissioned and spent budget is provided.
* To promote learning and development opportunities effectively, ensuring appropriate means are utilised for each opportunity.
* To evaluate the quality and value for money of learning and development programmes, both commissioned and internally delivered.
* To identify opportunities for acquisition of additional funding. To lead on the process required from making bids to external sources to management of acquired income.
* To ensure the provision of management information and reports to Heads of Service and/or Senior Managers as required.
* To undertake proactive research and provide professional and expert advice and guidance to management on all aspects of learning and development
* To contribute to and co-ordinate AHS responses to corporate and partner agency learning and development policies and plans as appropriate
* To represent the Service at local and regional levels and within the authority as required.
* Allocate work as appropriate to administrative support staff
* To demonstrate a commitment to continuous professional development (CPD), ensuring that the HCPC/Social Work England Standards of CPD are met, and that other National standards such as the professional capabilities framework are taken into account.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Social Work Degree, DipSW, CQSW, CSS or equivalent.
* Membership of a professional body i.e. Social Work England
* Practice educator qualification at stage 2 or commitment to undertake the qualification.
 | * Final professional qualification in training, teaching or learning and development.
* Level 5 qualification in Management.
* Assessors qualification.
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| Experience | * Experience delivery of training, learning and/or development activities.
* Project planning and management.
* Leading and managing change.
* Working within a culture of continuous improvement.
* Engaging and working collaboratively with colleagues, stakeholders and service users.
* Working effectively with a range of professionals/agencies.
* Development of social work/care initiatives.
* Chairing meetings effectively.
 | * Devising and evaluating training programmes.
* Practice education.
* Mentoring and coaching.
* Strategy development.
* Working as part of a panel to evaluate practice/ applications for opportunities.
* Budget management.
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| Skills & Knowledge | * Knowledge of current learning and development initiatives and challenges facing the AHS workforce
* Knowledge of adult learning methods.
* Confident public speaking. Able to communicate clearly and effectively, tailoring messages to the needs of the audience.
* Excellent interpersonal skills.
* Collaborative approach to decision making. Able to challenge constructively and appropriately.
* Ability to research, gather data, carry out analysis, formulate action plans and write concise reports.
* Excellent time management and organisational skills.
* Able to work to deadlines in a pressurised environment.
* Able to work on own initiative.
* Uses own experiences and feedback from others for the purposes of service improvement.
* Uses supervision to monitor own workload, quality of work, development needs and contribution to team targets.
* IT literate.
 | * Ability to involve service users and carers in staff training and planning future developments.
* Understanding of the role of workforce development.
* Understanding of social work/care qualifications and how they are delivered.
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| Personal Qualities | * Customer focused.
* Able to motivate others.
* Maintains morale and commitment under pressure
* Active listening skills.
* Promotes effective team work.
* Committed to service user and carer engagement
* Self-awareness and the impact on others
* Commitment to continuous professional development.
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)
* May be required to work outside of normal office hours
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