



**Welfare Officer**  
**Candidate Information Pack**

January 2019

## A message from the Chief Executive

Thank you for showing an interest in this position.

UKSA continues to deliver fantastic outcomes across our two key areas of work – Sea.Change and Sea.Careers.

In 2017/18 we celebrated our 30<sup>th</sup> anniversary, having provided our services to over 100,000 people, see us further enhancing our financial sustainability, by ensuring our training revenues drive sufficient surplus into the charity thus enabling us to continue to invest in our transformational Sea.Change activities, but also look to the future.

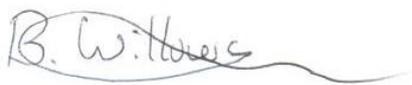
A new fundraising strategy has been developed to support our capital development plans. Some of this now relies on our key relationships with other charities who work with a similar demographic of young people. This partnership approach, which is favoured by funders, allows young people from these charities to visit UKSA for intensive programmes with the aim of helping them to break free from their existing lives and prepare them for other training and work. In addition we are actively seeking donations from individuals, Trusts and corporates who can help support our future sustainability. Since securing a grant for social investment in 2015/16, UKSA has been working towards becoming 'investment ready' for social finance which has allowed us to work with an external provider to build business plans to access social financing. This is integral to developing our capital plan as well as delivering more training to young people in need going forwards.

UKSA has recognised that in order for the charity to continue to develop and maintain its market position, investment is needed at its headquarters in Cowes. The accommodation is tired, inflexible and unsuitable. Creating a new flexible accommodation facility will enable an increase in capacity to maximise income and numbers of young people, and open up other income generating opportunities.

The necessary fundraising has commenced, with the aim to raise £3m to undertake the full refurbishment of the site. We intend to start building the new accommodation facility in the Autumn of 2020.

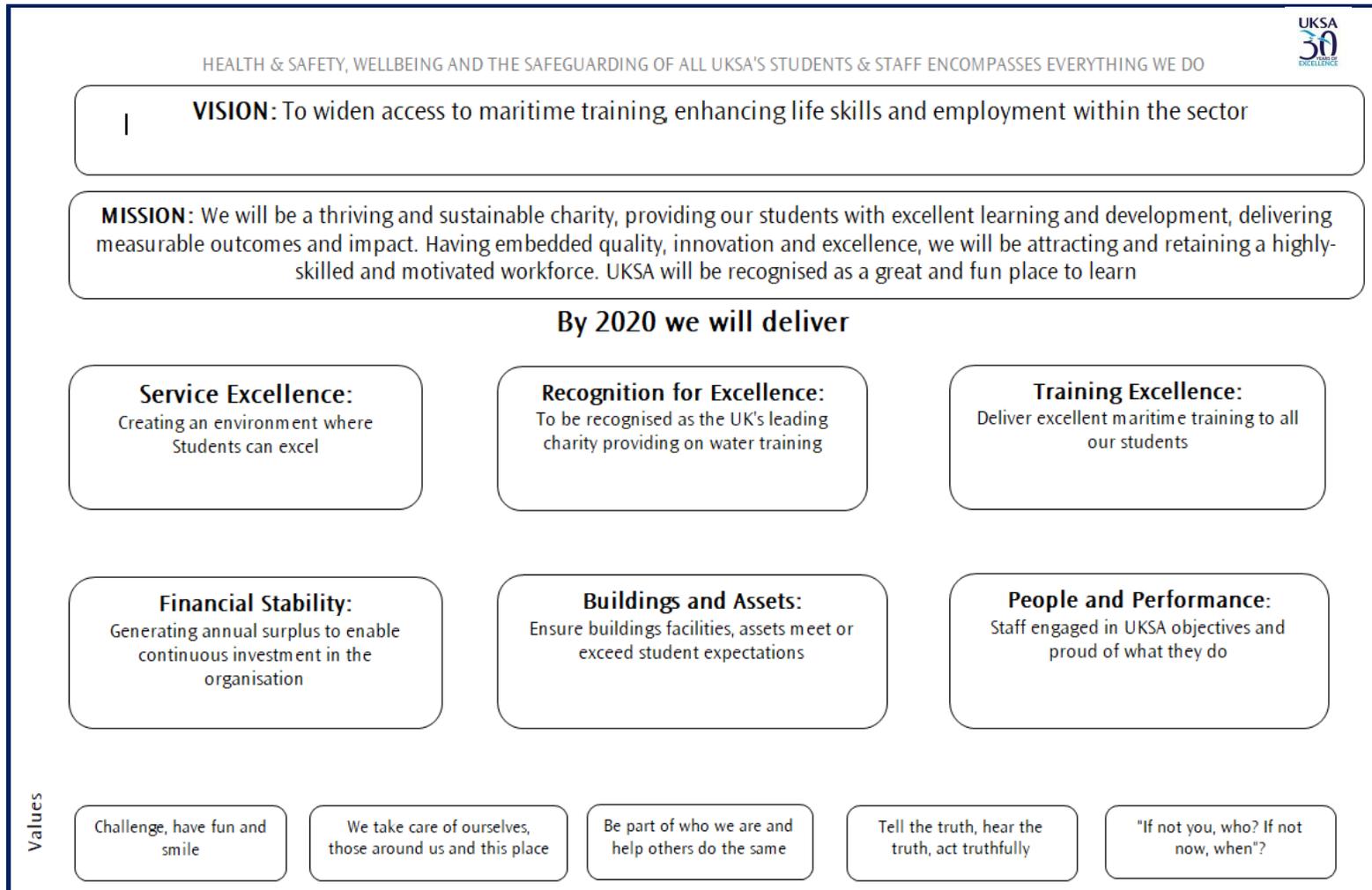
We have an exciting time ahead and we are looking for individuals who can be pro-active within a fast past and unique environment; who excel at being part of a team, thrive at solving problems and have a desire to be part of UKSA's future and in turn support young people who most need our help.

I look forward to your application.



**Ben Willows**  
Chief Executive

Below is a summary of our "All Aboard Strategy" which shows our Vision, Mission 6 key strategic priorities and objectives along with our organisational Values.



## About UKSA

We are a youth charity that uses the power of the sea to transform the lives of thousands of young people each year, from all around the UK. The charity was formed in 1987 by Noel and Sylvia Lister who wanted to educate and enrich the lives of young people, using their experience of the sea, including the infinite challenges and gifts it offers, and the power it holds to make change. Nearly thirty years on, this remarkable ethos remains at the heart of UKSA. Our activities fall into two areas:

### Sea.Change

We provide life-changing opportunities to schools and groups, disadvantaged and disaffected young people who are not in education, employment or training (NEETs) and young offenders. A common theme for many of these individuals is the low expectation they have of themselves and we challenge them to transform and to create opportunities for themselves.

### Sea.Careers

We are the world's largest provider of marine training, ranging from watersports instructor, through to training officers working on vessels up to 3,000 gross tonnes. This work cross-subsidises our 'Sea Change' activities.

We are proud of the large number of students who leave us to start their first jobs in the maritime industry, and go onto a lifetime of opportunity.

## Application Process

Please complete the application form, which is available on the UKSA website, and email it to:

[zoe.galton@uksa.org](mailto:zoe.galton@uksa.org)

**Closing Date:** 9am Monday 28<sup>th</sup> January 2019

**Date for Interview:** Tuesday 12<sup>th</sup> and Friday 15<sup>th</sup> February 2019

Shortlisted applicants will be invited to make a presentation and attend an interview as part of the recruitment process

<b>Job Description and Person Specification</b>	
<b>Job Title:</b>	Welfare Officer
<b>Reporting to:</b>	Head of Training
<b>People/Team Management:</b>	N/A
<b>Band:</b>	B3
<p><b>Key Purposes:</b></p> <ul style="list-style-type: none"> <li>Responsible for supporting operational managers with the implementation, delivery and communication of our Student Welfare, Safeguarding, and Wellbeing activities in conjunction with key contacts – Head of Training, Watersports Manager, Yachting Manager, HR Manager, Education Manager and Course Manager.</li> <li>Acting as a primary point of contact for all student welfare and wellbeing queries, concerns and issues.</li> <li>To provide a supportive emotional base for all students on site.</li> </ul>	
<p><b>Duties, Responsibilities and Accountabilities</b></p> <p><b>Student Welfare:</b></p> <ul style="list-style-type: none"> <li>Liaising with parents/guardians/carers regarding students' medical conditions including obtaining parental consent where necessary for treatment/ administration of medication.</li> <li>To provide social support to students and additional social support to those at increased risk.</li> <li>Contributing to the formulation and reviewing of student welfare related policies, procedures and reporting guidance.</li> <li>Contribute to the development of support resources to provide additional guidance for student welfare, wellbeing and health related activities.</li> <li>Help to drive a student physical and mental health agenda at UKSA in conjunction with key operational contacts.</li> </ul>	
<p><b>Pastoral Care:</b></p> <ul style="list-style-type: none"> <li>To provide pastoral support to all students for the duration of their course.</li> <li>Contributing to the formulation and reviewing of student wellbeing related policies and procedures.</li> <li>Promoting an inclusive and safe environment.</li> <li>Promoting student mental and physical wellbeing across UKSA, running initiatives and activities to raise wellbeing awareness.</li> </ul>	
<p><b>Student Disciplinary:</b></p> <ul style="list-style-type: none"> <li>Providing advice and guidance to students regarding potential consequences of the Student Disciplinary Procedure if invoked.</li> <li>Assisting students with initial behavioural/ conduct issues to avoid the implementation of the Student Disciplinary Procedure being required.</li> </ul>	
<p><b>Educational &amp; Learning Support:</b></p> <ul style="list-style-type: none"> <li>Support students with any required educational learning needs or additional assistance as required.</li> <li>Ensure all students are equipped, mentored and receive sufficient coaching to assist them to reach their full potential.</li> </ul>	
<p><b>Safeguarding:</b></p> <ul style="list-style-type: none"> <li>Be a designated Safeguarding Lead and maintain the relevant valid qualifications.</li> </ul>	

- Working closely with Reception Admin over the suitability and ensuring safeguarding commitments are adhered to with regard to student accommodation allocation.
- Responsible for coordinating internal safeguarding and wellbeing training.
- Liaising with external bodies regarding safeguarding and welfare issues as required.
- Contributing to the formulation and reviewing of safeguarding related policies, procedures and reporting guidelines.

**Administration:**

- Ability to analyse and capture key information for Directorship, Leadership and Safeguarding meeting feedback.

**Health & Safety:**

- Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our shared legal requirements.

**Individual Performance and People:**

- Lead by example to promote adherence to all policies and procedures and upholding the Vision, Purpose and Values of UKSA.
- Understand role objectives and how these fit in with, and contribute to, the strategic aims and performance of each department and the overall success of UKSA.
- Take responsibility for your own performance and development by preparing for and taking full part in 1:1 reviews and appraisals with your manager.
- Participate in the Duty Manager rota fulfilling all associated responsibilities, issued separately.
- Provide on call evening and weekend support to Duty Managers as and when required.

**General:**

- Comply with and promote UKSA equality and diversity, data protection and health & safety policies and procedures.
- Make a commitment to deliver excellent customer service.

This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.

Person Specification		
	Essential	Desirable
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Knowledge of welfare and safeguarding practices and techniques</li> </ul>	
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• A valid Mental Health First Aid certificate</li> <li>• Level 2 Safeguarding Foundation</li> <li>• Level 3 Working Together to Safeguard Children</li> </ul>	<ul style="list-style-type: none"> <li>• A qualification in counselling practices</li> <li>• Qualified First Aider</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Ability to maintain confidentiality within information sharing remits</li> <li>• Understanding of Wellbeing and Safeguarding parameters and regulations</li> <li>• Experience of learning support and identifying barriers to learning within an educational environment</li> </ul>	<ul style="list-style-type: none"> <li>• Practical Health &amp; Safety experience</li> <li>• Proven experience of providing pastoral and counselling based welfare provision</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Dealing with individuals experiencing poor mental health and wellbeing concerns</li> <li>• Ability to demonstrate high levels of resilience in challenging and often distressing situations</li> <li>• A calm and pragmatic, yet empathetic approach</li> <li>• Demonstrates a strong motivation to deliver the highest standards of welfare</li> <li>• Ability to work collaboratively, and cross-functionally</li> </ul>	



## Welfare Officer - Key Terms and Conditions

<b>Salary</b>	£26,000 - £30,000 per annum depending on experience and qualifications  Payable on 28 <sup>th</sup> of each month
<b>Annual Leave</b>	25 days plus Bank Holidays  The leave year runs from 1 December to 30 November
<b>Working Hours</b>	The hours for this role are 40 hours per week, to be worked over 5 days (usually Monday – Friday) including some weekends and bank holidays, plus an evening and weekend on call requirement
<b>Location</b>	This role is based at UKSA, Arctic Road, Cowes
<b>Pension</b>	National Employment Savings Trust Employer contribution of 1%
<b>Sickness</b>	In the first three months of employment you are entitled to Statutory Sick Pay only, thereafter UKSA will pay up to 6 casual or "waiting" days in any rolling calendar year
<b>Notice Period</b>	During the probationary period notice will be 1 weeks and after that 8 weeks notice will be required
<b>Probationary Period</b>	6 months
<b>Disclosure &amp; Barring Service Check</b>	Required – An valid and Enhanced DBS needs to be in place before starting work with UKSA

