

Role Profile

Part A - Grade & Structure Information

Job Family Code	4PCS	Role Title	Outdoor Learning Instructor - L1 (Open Water Swimming)
Grade	PS4	Reports to (role title)	Lead Outdoor Learning Instructor
		Directorate	Childrens, Schools and Families
JE Band	135-160	Service	Surrey Outdoor Learning and Development (SOLD)
		Team	
		Date Role Profile was created	01/11/2016

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The Outdoor Learning Instructor Open Water Swimming post holder will facilitate high quality and safe swim sessions for all our customers.</p> <p>The post holder will be an active member of the team, contributing to ensuring high quality health and safety working conditions, excellent customers service and the overall development of SOLD.</p>
Work Context	SOLD is a self financed local authority service; comprising a large multi disciplinary team of 50+ people with 30 000+ users each year, operating within three primary bases, one canal boat and outreach team. SOLD is a rapidly growing service providing a wide range of residential and non-residential outdoor learning experiences for a wide range of user groups. The role requires flexibility and an ability to adapt to the changing business needs. The swim role will include weekdays evenings, weekend mornings and bank holidays.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	No direct impact budget responsibilities but will have an influence on the service. Income target of circa £2.3 m per annum.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Act as key point of contact for a group and provide initial judgement as a result of assessment for service users and providers, escalating cases where appropriate to ensure appropriate service delivery. <p>Case Management</p> <ul style="list-style-type: none"> • Carry out basic assessments, support service users with their needs, advising relevant teams where further support is needed, and update records, working within guidelines and procedures. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Assist with assessment and support plans within procedural and regulatory frameworks to help individuals achieve their goals. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness. <p>Work with others</p> <ul style="list-style-type: none"> • Work closely with colleagues, other professionals and departments to facilitate a supportive, flexible, and honest understanding of others' needs and views to promote positive teamwork. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Able to demonstrate basic numeracy and literacy, e.g. through GCSE qualification in English and Maths. • Able to work towards Vocational Qualifications Level 2 or equivalent in relevant field. • Knowledge of basic processes and procedures and issues relating to the service user group, e.g. food and hygiene and confidentiality. • Caring skills to provide practical, emotional support to service users and families. • Ability to advise service users and families on relevant issues. • Accuracy and ability to follow instructions. Able to present options and choices and support others to come to their own conclusions. • Ability to explain processes and concepts in simple terms, maintain appropriate records, and to build effective relationships with service users and others. • Able to manage own time effectively and to work effectively and flexibly as part of a team. • Competent in a range of IT tools including databases and MS Office. • Experience of maintaining written records, working in a team and demonstrating a customer focused approach. • Satisfactory DBS clearance might be required.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • National Governing Body Instructor / leader awards in at least one activity and current 1st Aid. • An understanding and experience in applying the theory and tools to develop people through outcome led outdoor and development experiences using plan – do- review. • An understanding of good practice and high quality in the outdoors relating to health and safety requirements and national governing bodies in the outdoor industry. • Experience of delivering outdoor learning to a range of customers, with a wide range of needs, using good communication skills and providing excellent customer services. • A flexible and positive solution focussed approach making sound decisions to achieve positive outcomes. • Able to travel to other centres / outreach venues. • Satisfactory Enhanced DBS required.
Role Summary	<p>Roles at this level provide practical social care services under direction to support particular user groups with their individual and personal care needs. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures. They will need to have the ability to acquire a basic knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. Entry to this level may be through some relevant work experience and general education.</p>

Reference Number	BM-2022-210
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