



# Recruitment Pack

## Learning and Development Officer

May 2019



## Contents

1. Welcome letter
2. About WDP
3. Our Vision, Mission and Values
4. Role profile and person specification
5. WDP's commitment to you
6. WDP's expectations of you
7. The application and selection process



Dear Applicant,

Thank you for your interest in joining WDP.

We are a financially-strong organisation, benefiting from our loyal and committed workforce.

We have an impressive track record for growth, innovation, and delivering positive outcomes for our service users, as well as delivering efficient services for our commissioners and funders.

We place great value on working in partnership to add value to our own unique strengths and encourage an entrepreneurial spirit.

The **Learning and Development Officer** role offers the successful candidate the opportunity to work within the Learning and Development team to support staff to deliver high-quality, safe, effective, recovery-oriented services to people affected by substance misuse. It will also be an opportunity to review and re-shape current systems and processes, to support our continuous improvement and value-for-money aims.

We are looking for someone who has knowledge and experience of front-line services and the skills to develop and deliver face-to-face training; who can support staff to achieve our Open College Network accredited Level 3 qualification for front line staff; who is also thirsty for knowledge, learning and development; and who can contribute to our 'one-team' working ethos.

You can find out more about our organisation overleaf and also by visiting our website ([www.wdp.org.uk](http://www.wdp.org.uk)).

We look forward to receiving your application.

Yours faithfully,

**Chris Flook**

**Workforce Development Manager**



## About WDP

WDP is a vibrant and innovative drug and alcohol charity committed to helping those who are affected by substance misuse.

For over 25 years we have provided support to individuals, their families and the wider communities from centres across London, the South East, East of England and since April 2019, the North West with our new fully integrated service in Cheshire West and Chester. We believe with the right support people can make long-lasting transformations in their lives to improve health, wellbeing and social integration.

WDP began life as a small community centre in Westminster. Since then, our dedication and passion for supporting people throughout their recovery has helped us to become one of the leading providers of drug and alcohol services.

Today we deliver multiple services on behalf of local authorities. These services include abstinence-based therapy, aftercare and reintegration, alcohol services, families and carers' support, clinical services, criminal justice services, detox and rehab, support with housing, prison-based services and psychosocial services.

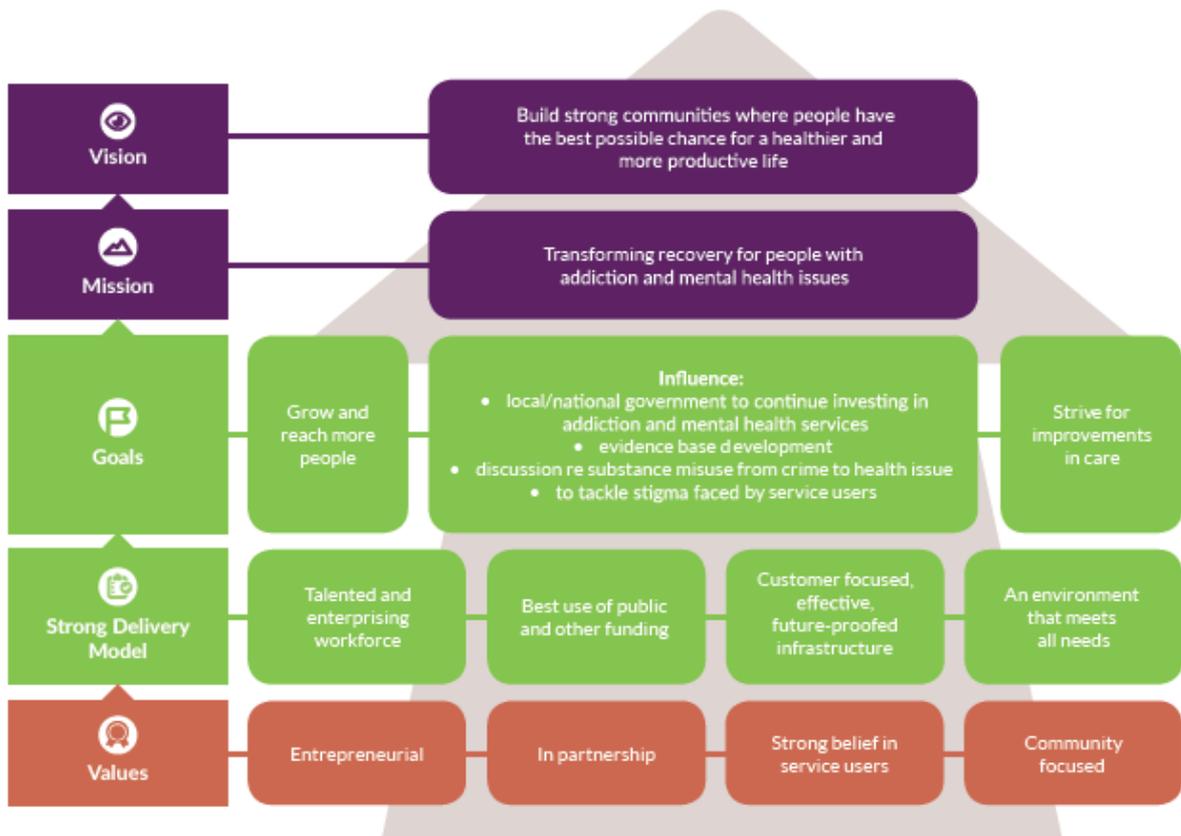
The energy and expertise of our teams at every level upholds our commitment to delivering services that are uniquely tailored to the individual. We pride ourselves on positioning our services users at the heart of everything we do, and our services are structured to empower individuals to take control of their own recovery and in doing so, to live happier, healthier and more fulfilling lives.

This approach, coupled with effective collaboration across our service provision and shared social value across all our services ensures we continue to provide the highest levels of satisfaction, support and care.

*"Everyone here is so caring and takes the time to make you feel welcome. When you have an appointment, your worker is always there and never keeps you waiting. It's a warm environment and everything seems to run smoothly."*

WDP service user

# Our Vision, Mission and Values



# Learning and Development Officer

(Salary as advertised)

Central London

37.5 hours per week

Permanent

## 1. Main purpose of the role

The post-holder will have considerable knowledge and experience of working in Social Care obtained from working in front-line services.

This hands-on role will be pivotal in ensuring that WDP's workforce has the knowledge and skills to deliver high-quality, safe, effective, recovery-oriented services to people affected by substance misuse.

This post will contribute to the successful provision of learning and development at WDP by working in partnership with the wider organisation to understand what is needed to achieve our organisational objectives, and develop and deliver appropriate solutions.

The Learning and Development Officer will also work collaboratively with colleagues to enhance both the range and quality of the opportunities available to the workforce.

To enable staff to provide the highest standards of support to people that use our services we provide a Level 3 Open College Network accredited qualification to front-line staff. Therefore, a key aspect of the role will be supporting our staff to achieve this.

## 2. Reporting and working relationships

### Reporting relationships:

- ▶ **Reports to:** Workforce Development Manager



**Working relationships:**

- ▶ This diagram shows the key working relationships



### 3. Role-specific responsibilities

**3.1 Overall**

- ▶ Report to the Workforce Development Manager and work in partnership with colleagues to understand WDP’s work, organisational objectives and challenges and plan, develop and deliver appropriate solutions.
- ▶ Play a key role on various working groups and other staff meetings to understand requirements and promote learning at WDP.
- ▶ Promote understanding of WDP policy and procedures
- ▶ Work with colleagues to design and deliver learning and development opportunities and promote these to the workforce.
- ▶ Develop and maintain strong relationships with external stakeholders as required.
- ▶ Work with colleagues in the Learning and Development team to improve policies and processes.
- ▶ To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Workforce Development Manager.

**3.2 Learning and development**

- ▶ Design and deliver face-to-face training to WDP’s workforce as required.
- ▶ Support WDP managers and staff to deliver training, working with them to ensure it is effective and of high quality.
- ▶ Contribute to the evaluation and quality assurance of learning and development at WDP.

	<ul style="list-style-type: none"> <li>▶ Participate in working groups and attend meetings to gain a good understanding of the learning and development needs of the workforce and the best way of addressing these.</li> <li>▶ Design and develop webinars, short videos and other online learning materials.</li> <li>▶ Support staff to achieve the Recovery Competency Framework, WDP’s Open College Network Accredited Level 3 qualification for front-line staff. This could involve the development of learning materials, facilitation of study support sessions, responding to queries and assessing work submitted towards the qualification.</li> <li>▶ Work with colleagues in the Learning and Development team and the wider organisation to ensure new members of staff receive an effective induction.</li> <li>▶ Work with managers to develop a culture where the workforce takes more responsibility for its own learning.</li> <li>▶ Develop and maintain WDP’s learning management system, including improving the provision of online learning materials and promoting e-learning and self-directed learning to the organisation.</li> <li>▶ Contribute to quality initiatives such as Investors in People and ISO9001.</li> <li>▶ Work with the Workforce Development Manager on the planning and delivery of the annual Organisational Away Days and Team Away Days.</li> <li>▶ Work in partnership with colleagues in the Learning and Development team to provide effective administrative support.</li> <li>▶ Advise and support the workforce on their learning and development as and when required.</li> <li>▶ Assist the Workforce Development Manager with the coaching programme, annual appraisals, apprenticeship and mentoring schemes and any other learning and development initiatives as and when required.</li> </ul>
3.3	<p><b>Wider working relationships</b></p> <ul style="list-style-type: none"> <li>▶ Contribute to specialist projects such as the implementation of new technology or new services at WDP.</li> <li>▶ Attend and actively participate in regular team meetings and forums.</li> <li>▶ Work with colleagues to procure and support external training providers as and when required.</li> <li>▶ Maintain your own continuing professional development (as a proactive learner) as well as the learning of others (e.g. by coaching, advising and training in your areas of expertise).</li> <li>▶ Promote positive and collaborative partnership working relationships across the organisation.</li> <li>▶ Understand and promote the vision, mission and values of WDP at all times.</li> </ul>
3.5	<p><b>General accountabilities</b></p> <ul style="list-style-type: none"> <li>▶ To be an active and supportive member of the Learning and Development team.</li> <li>▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation</li> <li>▶ To comply with WDP’s policies and procedures</li> <li>▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.</li> <li>▶ To comply with Infection Prevention and Control policies</li> </ul>

	<ul style="list-style-type: none"> <li>▶ To observe professional integrity in relationships with all stakeholders</li> <li>▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.</li> </ul>
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<b>Person specification</b>		<b>E/D</b>	<b>Measured by</b>
Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).			
<b>Please note</b> - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.			
<b>1.</b>	<b>Education, knowledge and experience</b>		
1.1	QCF Level 3 in Health & Social Care (or equivalent qualification gained within the health & social care sector)	D	A
1.2	Internal verifier / Assessor or PTTLs qualification (support may be given to achieve this)	D	A
1.3	Experience of formal or informal training or group facilitation	E	A/I
1.4	Experience of managing volunteer staff or students	D	A
1.5	Experience of supporting people to achieve qualifications	D	A
<b>2.</b>	<b>Abilities and skills</b>		
2.1	Excellent presentation skills	E	A/I
2.2	Excellent IT, writing and oral skills including an attention to detail and accurate reporting	E	A/I
2.3	Organised and able to multi-task in a customer-focused environment	E	A/I
2.4	Proactive, innovative and flexible approach to work: solution focused	E	A/I
2.5	Able to work collaboratively with colleagues employing high-level team working and liaison skills	E	A/I
2.6	Commitment to maintaining quality standards within the sector, e.g. DANOS, Care Certificate	E	A/I
2.7	A high level of understanding of what constitutes good practice when working with service users in social care settings.	E	A/I

<b>3.</b>	<b>Working within WDP's framework of commitments to employees</b>		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
<b>4.</b>	<b>Equality, diversity, vision, mission and values</b>		
4.1	An empathy for and understanding of our mission, vision and values.	E	A/I
4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
4.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
<b>6.</b>	<b>Circumstances</b>		
5.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
5.2	A flexible approach to workload.	E	A/I



			<b>Authors</b>		
	Version number	Date	Initials	Initials	Initials
	0.2	01.05.19	CF		



## Our commitment to you

WDP works within the following framework and requires all its employees to do the same.

### Equal Opportunities

WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.

### Recovery

WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.

### Career Development and Progression

At WDP, we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.

### Safeguarding

WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.

### Care Quality Commission (CQC)

Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services.

We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high-quality care and we encourage our services to learn and improve.



# Our expectations of you

## WDP Vision, Mission and Values

Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.

## Vulnerable children and adults

Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.

## Boundaries and behaviours

Observing professional integrity in relationships with service users, peers and other relevant professionals.

## Health & Safety

Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.

## Confidentiality

Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.

## Information Governance

Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.

## Continuous Professional and Personal Development

Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.

# The application and selection process

## How to apply

Applicants should:

- Provide an up-to-date CV which shows your full career history with any breaks explained. We recommend that this is no longer than three pages.
- Using the person specification write a supporting statement detailing why you believe you are the best candidate for this post and how you fulfil the person specification. We recommend that this is no longer than three pages.
- Complete the Equalities Monitoring Form.
- Submit your full application via email or post (see options below):
  - By email to: [wdp.recruitment@wdp.org.uk](mailto:wdp.recruitment@wdp.org.uk)
  - By post to: Chris Flook, Workforce Development Manager, WDP, 18 Dartmouth Street, London, SW1H 9BL

Please note that all applications will be acknowledged.

## Role details

**Location:** St James's Park, London

**Contract type:** Permanent

**Contracted hours:** 37.5 hours per week

**Salary:** £25,000 to £32,000 per annum (starting salary commensurate with experience)

**Closing Date:** Sunday 2 June 2019 at 00:00 midnight

**Interview Date:** TBC