



JOB DESCRIPTION

SQA Co-ordinator

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

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JOB DESCRIPTION

Job Coach

Region/Department:	Signature of Job Holder: Date:
Reports To (Title):	Signature of Manager/Supervisor/Head: Approved/Date:
Cost Centre and Job Number:	Evaluated Grade: Date:

1. JOB PURPOSE

To support verification activities across our Scottish Operations, specifically in relation to the delivery of SQA and City & Guilds qualifications/awards in Employability, Personal Development and other approved qualifications.

To lead on the planning and delivery of Assessor and Verifier training activities for Momentum Skills staff and undertake development activities for newly qualified staff that supports improvement to their practice and Continuous Professional Development (CPD).

2. MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE

Formal Education / Training Include any specialised education and qualifications needed to do the job.	<ul style="list-style-type: none"> ▪ Relevant Assessor Qualification (A1, D32/33 TAQA or equivalent) (E) ▪ Relevant Verifier Qualification (V1, D43 or Equivalent) (E) ▪ A full driving licence (E)
Work Experience Clarify the minimum years of total work experience and other relevant work experience required to do the job	<ul style="list-style-type: none"> • Experience of leading the internal verification and assessment activities across a multi-site and forward-thinking approved centre (E) • Experience within each stage of the quality assurance cycle, ideally with SQA and City & Guilds (D) • Experience of assessment and verification of Personal Development Awards at SCQF Level 3 and 4 and Certificate of Work Readiness (D) • Experience of delivery, assessment and verification of Government Funded Employability programmes. Specifically this relates to SDS Employability Fund, and/or other funded employability Programmes (D) • Broad experience of working with Awarding Organisations including demonstrable experience of contributing to/leading on improvement activities that have supported organisational improvement (D)

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<p>Skills and Knowledge Include any specialised skills or knowledge needed for the job.</p>	<ul style="list-style-type: none"> ▪ Highly organised with excellent time management skills and capable of working to agreed deadlines (E) ▪ Good attention to detail and maintains focus during periods of challenge (E) ▪ Well-developed communication and influencing skills and is capable of facilitating development and improvements for individuals/teams (E) ▪ Sets high standards and embraces innovative approaches to teaching, learning and assessment that are celebrated across the organization (E) ▪ Excellent interpersonal skills and the ability to develop relationships, at all levels (E) ▪ To have a confident and calm approach to problems and an ability to use initiative in developing solutions (E) ▪ Fully literate in all Microsoft Office applications (E)
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3. JOB DUTIES AND RESPONSIBILITIES

	Job Area (What is done, and to what, and why)
1.	Plan and deliver assessor and verifier training to Momentum staff, in line with organisational and contractual requirements. Undertake ongoing development activities for newly qualified staff that supports improvement to their practice.
2.	Act as the Internal Verifier/Internal Quality Assurer (IQA) to ensure those responsible for assessing qualifications across our Scottish regions comply with Awarding Organisation procedures, standards and criteria to ensure the effective delivery of Scottish Qualifications Authority (SQA) qualifications.
3.	Conduct Internal Quality Assurance activities in a timely manner, as agreed and planned with line manager, to promote and support progress and achievement for our participants. This includes formative and summative sampling and countersigning the work of staff not yet qualified to assess (i.e. Trainee IQA's)
4.	Plan, prepare, and lead the standardisation activities for those responsible for IQA and assessor activities, including Trainee roles, that focus on the required actions and improvements identified through verification activities and that promote and share good practice examples from across the teams. This will include supporting Contract Managers to conduct these independently within their regions recording and communicating the outcomes appropriately.
5.	Contribute all SQA-related quality assurance activities in line with Momentum Skills policies, procedures, systems and processes and contribute to the ongoing maintenance and development of these in response to internal and external drivers for change.
6.	Contribute to the planning and preparation for External Quality Assurance visits, approval visits and prior verification activities to maintain our centre/approval status and develop our suite of qualifications, as directed by line manager.
7.	Contribute to the planning and preparation for External Moderation visits, as and when required, and identify and take forward appropriate actions from resulting reports.
8.	Plan an annual training calendar, delivering both internal training and sourcing external training opportunities

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	that are in line with contractual needs, staff CPD and the requirements of the business.
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4. COMMUNICATION AND WORKING RELATIONSHIPS

Typical Level of Interaction <i>Select one only</i>	<input type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required. <input checked="" type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives. <input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.
Primary Audience (Internal) <i>Identify key parties</i>	<ul style="list-style-type: none"> ▪ Delivery / Contract / Service Managers for all Momentum Services ▪ Direct delivery, key worker and admin employees across service delivery areas ▪ Other delivery partner key worker employees under 'One Team' approach.
Level of Audience (Internal) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management
Primary Audience (External) <i>Identify key parties</i>	<ul style="list-style-type: none"> ▪ Scottish Qualifications Authority ▪ Skills Development Scotland ▪ Wider Stakeholder Networks eg. Scottish Government, DWP, JCP, Local Authorities etc. ▪ Delivery / Key Worker employees within Third Sector / Community based organisations. ▪ Wider Training Delivery Partner Network
Level of Audience (External) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management

5. KEY DIMENSIONS AND RELATED JOB RESULTS

- Working across our delivery areas in Scotland, leading on the planning and delivery of assessor and verifier training activities for Momentum Skills Staff.
- Supporting Delivery/Contract Managers with verification activities, specifically in relation to the delivery of SQA and City & Guilds qualifications/awards in Employability, Personal Development and other approved qualifications.

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6. OPERATING ENVIRONMENT

This role requires the job holder to:

- Have a clear commitment to continuous improvement in relation to the quality of learning and assessment.
- Be flexible regarding working hours and travel in order to meet the operational needs of the organisation.
- Flexibly adapt to take on other reasonable duties/projects if required.
- Travel throughout Scotland on a frequent and UK occasional basis with overnight stays where required. Post holders may be required to utilise their own transport to travel to client / employer locations.
- Self-motivated, resilient and highly organised with the ability to work within strict deadlines.
- A clear commitment to the value of learning and qualifications and how they support individuals to progress into employment, education or training.
- Enthusiastic and motivated individual who is capable of supporting success for our staff and our Learners.

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7. KEY COMPETENCIES

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality	
Professionalism	<p>You maintain clear, accurate, factual and up-to-date records.</p> <p>You honour your work commitments and when this is not possible, explain why.</p> <p>You are aware of and understand the boundaries of your role and responsibilities.</p> <p>You know when to ask for help.</p> <p>You work, and support colleagues to work in ways that are consistent with the law, regulation and organisational requirements.</p> <p>You recognise, and demonstrate to colleagues through your practice, the influence your job role and responsibilities may bring and how to use such influence sensitively and responsibly.</p> <p>You demonstrate that you are honest, trustworthy, reliable and dependable and support colleagues to do the same</p> <p>You ensure that you honour your work commitments and support colleagues to do the same.</p>
Respect for Others	<p>You contribute to identifying methods and processes that ensure each individual is valued and respected.</p> <p>You work with individuals, key people and others to identify the cultural heritages, backgrounds, personal experiences and beliefs of individuals.</p> <p>You work with individuals and colleagues to identify aspects of the environment, practice and behaviour that are beneficial to creating an inclusive culture for everyone.</p> <p>You work to ensure that the work environment is positive and supportive and that all staff members operate in a way that promotes the dignity and respect of individuals and their colleagues.</p> <p>You respond appropriately where people are found to be excluded.</p> <p>You provide active support to enable individuals to participate and manage their own lives.</p>
Building Relationships and Communication	<p>You modify your communication approach to suit the needs of a situation/ audience.</p> <p>You actively listen to the views of others.</p> <p>You liaise with other groups to gain co-operation.</p> <p>You negotiate, where necessary, in order to reach a satisfactory outcome.</p> <p>You maintain a focus on dealing with colleagues and service users in an effective, efficient and respectful manner.</p> <p>You are assertive and professional when dealing with challenging issues.</p> <p>You express yourself in a clear and articulate manner when speaking and in writing.</p>
Judgement and Decision Making	<p>You effectively deal with a wide range of information sources, investigating all relevant issues.</p> <p>You understand the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc.</p> <p>You identify and understands key issues and trends</p> <p>Correctly extracts & interprets numerical information, conducting accurate numerical calculations</p> <p>Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence</p>

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<p>Promoting Choice, Independence, Health and Wellbeing</p>	<p>You use services and supports to foster improved well-being, confidence, self-esteem and independence.</p> <p>You are focused on the promotion of well-being and independence and help individuals to regain/retain/maintain independence and control over their lives.</p> <p>You identify and give information, advice and support about health and well-being that is relevant to the needs of the individuals.</p> <p>You review and help individuals to review the services and supports your organisation has provided for them.</p> <p>You encourage and support individuals to examine aspects of their lives and environment that affect their health and well-being and to select positive options to promote their own health and well-being.</p> <p>You support individuals to communicate their views and preferences regarding their current and future health and well-being needs and priorities.</p>
<p>Management and Delivery of Results</p>	<p>You take ownership of tasks and are determined to see them through to a satisfactory conclusion.</p> <p>You are logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation.</p> <p>You constructively challenge existing approaches to improve efficient customer service delivery.</p> <p>You accurately estimate time parameters for project, making contingencies to overcome obstacles.</p> <p>You minimise errors, reviewing learning and ensuring remedies are in place.</p> <p>You maximise the input of own team in ensuring effective delivery of results.</p> <p>You ensure that proper service delivery procedures/protocols/reviews are in place and implemented.</p>

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