



Hounslow ESOL Programme Coordinator

Learn English at Home

Role: Hounslow ESOL Programme Coordinator

Part time/Permanent: 21 hours per week, fixed term, 1 year (extension funding dependent)

Salary: £30,000 p.a. pro rata

Accountable to: Programmes and Operations Manager

Learn English at Home (LEAH) has been working for 35 years with ethnic minority adults, including refugees, asylum seekers, and migrants, to help them overcome their isolation through the teaching of English. We support clients throughout Kingston and Richmond, and we have recently started delivering services in Hounslow. Through language support and signposting to local statutory and voluntary services, we empower people to become active in their communities. We aim to provide a stepping stone to employment, volunteering, other educational opportunities, and other forms of community involvement. Teaching is delivered by our enthusiastic volunteers, to whom we provide full training and support.

When referred to us by our network of partners in the NHS and voluntary sector, our clients often find it difficult to speak to their GP or their child's teacher. They are generally unable to attend formal English classes because of their caring responsibilities, health, poor levels of confidence, or illiteracy in their first language.

Through our volunteers, we provide the following services to adults in Kingston, Richmond and Hounslow at no cost to the student:

- One to one English as a Second or Other Language (ESOL) tuition in the client's home.
- A range of small-group classes in community settings each focused on a specific learning need of the group (e.g. literacy, communication with the school). These groups all have crèche facilities.
- Trips and social activities in the surrounding areas, e.g. heritage tours of Kingston, trips to Kew Gardens.
- Information about local statutory and voluntary services is embedded into all our teaching.

Our services offer clients a means to overcome isolation and improve their chances in life through improved English language skills, increased confidence and self-belief, and greater knowledge of local services and community life.

We are seeking a new Coordinator to join our committed team and help us achieve our goals of improving support for our clients and volunteers and building strong relationships with referrers and other partners in the borough of Hounslow. The Coordinator will support our volunteers to deliver our services, including home-based ESOL support and classes in small group settings. This work includes assessing the needs of female clients through visits to their homes. It is therefore an occupational requirement of this role that the post holder is female*.

**This is in accordance with the provisions of the 2010 Equality Act (Schedule 9, Part 1, Paragraph 1).*

We are looking for someone with experience of and commitment to working in a multi-cultural environment with a vulnerable client group of females. She will also have experience of volunteer management, teaching ESOL and of planning and delivering training. The person we are looking for will be able to work flexibly and on their own initiative, but also have strong communication and team-working skills.

Job Description

Overall Objectives

To deliver LEAH's services and contribute towards the overall running and sustainability of the charity.

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- Visit and assess potential students who meet the LEAH eligibility criteria
- Arrange student and volunteer tutors' pairings
- Maintain contact with the client's referrer where relevant
- Provide both students and volunteers with on-going support and supervision and ensure access to relevant and up to date training materials
- Maintain detailed records of student and volunteer development and progress

LEAH classes

- Coordinate the set up and delivery of classes
- Identify and prepare volunteers and clients for classes
- Work closely with volunteers to develop schemes of work
- Promote classes and recruit students
- Maintain records of student progress
- Coordinating crèche workers and administering hours for payment

Volunteer recruitment, training and support

- Promote LEAH's volunteering opportunities through a range of channels, including online, promotional literature and in-person events
- Answer queries from potential candidates, coordinate and conduct interviews
- Contact and liaise with volunteer trainer and observers on the delivery and development of the training course
- Coordinate volunteer training course, and additional introduction and induction sessions
- Support, monitor and motivate volunteers on an ongoing basis
- Contribute towards LEAH's volunteer support network and other ongoing support for volunteers

General duties

- Maintain LEAH's database
- Refer and signpost people who require English language skills but do not meet the LEAH eligibility criteria to relevant agencies for support and services
- Coordinate progression opportunities for students
- Manage projects independently, including building relationships with a range of stakeholders
- Provide progress updates for line-manager, Director and management committee as required
- Represent LEAH at relevant external events
- Complete monitoring reports for funders in relation to relevant projects
- Contribute ideas and copy related to LEAH's services for communications including the website and newsletters
- Be committed to LEAH policies and procedures, such as the safeguarding policy, equal opportunities policy, confidentiality policy, GDPR policy and health and safety regulations
- Carry out any other duties required

Person Specification

Experience	Essential	Desirable
<ul style="list-style-type: none"> • Experience of working in the community/voluntary sector • Planning and organising courses, workshops and group sessions • Delivering courses, workshops and groups • Working in a multi-cultural environment • Working with external organisations and partnerships • Working with vulnerable adults • Working with refugees, asylum seekers and women • Maintaining quantitative and qualitative records • Assessments of learners for English speakers of other languages (ESOL) particularly low-level English learners • Coordinating and supervising volunteers • Advertising, recruiting and interviewing volunteers • Client home visits for assessments • Writing successful funding bids 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓
Skills and Abilities		
<ul style="list-style-type: none"> • Good communication skills both written and oral • Ability to write work reports • Ability to work as part of a team • Ability to work on own initiative • Competent in the use of ICT, especially word documents and email • Competent in the use of database for monitoring outcomes • Ability to prioritise workload • Ability to maintain confidentiality • Working flexibly 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
Qualification		
<ul style="list-style-type: none"> • Educated to degree or equivalent • ESOL qualification/or equivalent 		<ul style="list-style-type: none"> ✓ ✓
Knowledge and Understanding		
<ul style="list-style-type: none"> • Borough of Hounslow • National Curriculum for ESOL • Needs of isolated minority communities • Factors contributing to barriers for learning • Health and safety legislation • Monitoring and evaluation systems and procedures • Voluntary sector funding and funding sources • Partnership working • Commitment to working in an equality and diversity framework 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓

How to apply

Please send your CV and a covering letter of no more than two sides of A4 outlining how you meet the requirements of the role. The application should be sent by email to director@leah.org.uk.

If you require this pack in a different format (such as large print), please get in touch to discuss your needs. If you would like to discuss the role before making an application, please contact, Jenny Irish, via the LEAH office (020 8255 6144), or by email. The closing date is **12 midday, Monday 5th August 2019**. Shortlisted candidates will be interviewed at LEAH's office in Kingston on Monday 12th August 2019.