

Job Description

Job Title : Learning and Development Officer



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Reports To: Programme Manager

Overall Job Purpose

Working closely with Integration Project Managers and Senior Partnerships Manager, external partners, SRC practitioners and refugees, this role will contribute to the quality and sustainability of refugee integration practice by:

- Improving advice resources for refugees with the production of learning materials in different formats (Fact sheets, videos, information on website)
- Increasing efficiency of remote services through telephone and website helpline with the development of readily available resources for advisers and volunteers.

KEY RESPONSIBILITIES

- To engage with relevant staff, advisers and volunteers to capture and document good practice in relation to refugee integration, reflecting on the experience of SRC's service delivery model in Scotland.
- To involve refugees to inform the learning material and test it before being finalised.
- Review existing resources to assess gaps and needs.
- Develop and implement a learning resource plan which aims to improve knowledge of refugees and builds the confidence and skills of our advisers and volunteers. Resources will be aligned to the guidelines of Office of Immigration Service Commissioner and includes overview of up to date information on systems applicable to all areas of refugee integration (Welfare, housing, English learning, education, employment, health, social connections).
- Produce a portfolio of learning materials in different formats on rights and entitlements for refugees by agreed timelines (Fact sheets, videos, information in website, info sessions content).
- To work closely with SRC Digital Officer to identify and implement digital tools to support access and storage of resources.
- To support all users on how to utilise learning resources available in order to improve their efficiency and service delivery.
- To deliver sessions to inform all staff and volunteers on new resources available and promote distribution.
- To keep abreast of all immigration, refugee integration related legislation, policy changes and practice and its impact on refugees' settlement in Scotland, to ensure all resources developed are kept up to date with any changes of legislation or practice.
- To produce effective, user-friendly, comprehensive, accurate briefings and information on integration issues that affect refugee for a range of internal and external stakeholders.
- To work with researchers and other learning partners to identify actions from our learning from our Services.

Other Duties

- To attend externally at relevant meetings and events.
- To participate with other staff in all aspects of the development of the work of the organisation.
- To provide regular reports including work plans, as required.
- Participate in and contribute to organisational /team meetings as required.
- To work with volunteers and students and develop their skills and abilities.
- Provide training and induction for other members of staff, as required.
- Undertake continuing professional development and keep abreast of significant legal, policy and practice developments in these areas.
- Undertake any other tasks and duties that are reasonable within the context of the role as agreed with the Services Manager.
- Support the development and delivery of external training.

Person Specification
Job Title : Learning and Development Officer



| Quality | Essential | Desirable |
|---------------------------|---|---|
| Education and Training | <ul style="list-style-type: none"> • Degree level or equivalent in relevant area. | <ul style="list-style-type: none"> • Qualification in social policy. • OISC trained. |
| Job Experience and Skills | <ul style="list-style-type: none"> • Ability to research complex and legal issues and to produce high quality learning material. • Ability to translate complex information into simple and accessible format for a diverse user base. • Evidence of experience of social policy and practice development in Scotland. • Evidence of experience of service user involvement and other participatory methods. • Experience of design, development, and delivery of training session and material for face to face delivery, online and e-learning. • An in-depth understanding of the integration issues relating to asylum seekers and refugees. • Experience of working with researchers and other learning partners. • Knowledge of housing, health, welfare rights, employment and education policy and legislation. • Sound understanding of asylum policy and legislation. • Ability to work with staff across all of the Scottish Refugee Council and external partners at all levels. • Interest and competency to use and learn about digital tools. • Good ICT and digital skills including Microsoft Office, internet, MS Teams, SharePoint, Google drive and e-learning tools. | <ul style="list-style-type: none"> • Exposure to policy development in voluntary sector. • Knowledge of quality framework relating to advice work. • Experience of working with volunteers and students. • Experience of working with interpreters. • Demonstrable track record in training. |

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| | <ul style="list-style-type: none"> • Knowledge and experience of group work. • Ability to represent Scottish Refugee Council in external forums. • Excellent written and verbal communication skills. • Experience of gathering and analysing data from case management systems. | |
| <p>Personal Qualities</p> | <ul style="list-style-type: none"> • Empathy with refugees. • Ability to work under pressure, on your own initiative, but also to be part of a team. • Ability to respond positively to feedback and to modify performance if required. • Ability to work flexible hours as required, to travel, and to spend occasional nights away from home. • Sound understanding of equality. | <ul style="list-style-type: none"> • Awareness of intersectional issues. |