

Pastoral Assistant
JOB DESCRIPTION

Job Title:	Pastoral Assistant
AfC Band:	3
Directorate/Service:	REACHE – Hosted Services
Accountable To:	REACHE Director
Responsible To:	Pastoral Lead
Base Location:	Salford Hospital, May Building
On-Call Requirement:	No
AfC Job Code:	

Values

Three values are at the heart of our organisation: **Care, Appreciate and Inspire.**

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Job Summary

An exciting opportunity has emerged to join the REACHE team supporting refugee and asylum-seeking doctors, nurses and health professionals to return to their careers within the NHS. Your role will be to work alongside the existing Pastoral Lead to maintain and develop REACHE's pastoral support service. The post holder will provide practical support and guidance to REACHE's members according to their non-academic needs, liaising where necessary with staff and external agencies to help provide a strong environment for our members to return to the workplace.

You will be responsible for providing or sign posting members to a comprehensive package of support that allows them to complete their education programme with REACHE.

Key Role and Responsibilities

Main Tasks & Overview of Responsibilities

- To signpost members to appropriate external agencies or to contact them on a member's behalf where necessary.
- To be responsible for managing the pastoral needs of REACHE members and keeping accurate and timely records.
- To liaise with tutors and other external organisations to provide better support to members.
- To support and facilitate members with their registrations.
- To meet with members in person or remotely on- and off-site as per service requirements.
- To assist with managing REACHE social media and events.
- To work closely with individual members in need for a given period of time as determined by the Pastoral Lead and the wider REACHE team.
- To accurately keep records of Pastoral meetings as deemed necessary.
- To work effectively as part of the wider REACHE team, including facilitating and contributing to REACHE team meetings.
- To respond to all enquiries made to the Pastoral email inbox within the expected time frame and enable all enquirers to attain their desired outcome, maintaining ownership until completion of the task or such a time it is handed over to someone else.
- To contribute to arranging and facilitating Pastoral Drop-in Days and other REACHE events.
- To work alongside the Pastoral Lead to develop and facilitate members' groups and events.
- To manage and escalate safeguarding concerns to Pastoral Lead.
- To input into the 'Member's team meeting' and ensure that the Director and tutors are aware of any significant issues that may impact a member educational journey.
- To work with the Pastoral Lead to draft and submit additional funding requests.
- To work with and develop good relationships with REACHE's volunteers.
- To occasionally act as the on-call member of staff during holiday periods, responding to member issues by phone.
- To recognise and appropriately report when REACHE members are in distress or have an emergency need.
- To work alongside the Pastoral Lead to identify areas where there are gaps in provision.
- To cover and support the Admin team in case of absences.
- To use IT systems to set up, co-ordinate, schedule, record and carry out member induction by taking minutes when required.
- To support in collating all information and literature relating to the Pastoral Programme.
- To provide administrative support to Pastoral Lead.
- To handle, action and forward as necessary incoming mail and queries.

- To provide on request correspondence relating to relocation, accommodation etc. as they relate to Refugees and Asylum Seekers.
- To prepare and distribute any necessary updates from the Pastoral ensuring the correct documentation is enclosed for members.
- To ensure all members personal details are checked, using the designated checking system.
- To be responsible for co-ordinating, attending to and assisting with applications to BMA Charities and other funding organisations.
- To undertake any other duties in line with the above job description to support areas of the REACHE team as required by the service.

Communications and Relationships

- Provide an excellent customer experience and responsive service that remains sensitive to the needs of all members, adhering to HR policies relating to equality and diversity.
- Maintain confidential records and excellent relationships with members, REACHE tutors, admin staff and external agencies.
- Excellent written English and a professional correspondence style.
- Attend team meetings, inset days and ICC days and making yourself available to members.
- Work closely with senior managers regarding the pastoral process.
- Answer enquires relating to the members programme in a timely, polite and professional manner.

Analytical and Judgmental Skills

- To provide pastoral advice to members and signpost to the appropriate service and escalating any concern to the Pastoral Lead.
- To ensure that demographic details are checked with each contact and that the systems are updated as necessary.
- Analyse trends in pastoral needs and exercise judgment in order to action and prioritise member issues and tasks. Data management includes member entries are updated in an agreed database following IG guidance.
- Exercise judgement when dealing with enquiries, analysing and resolving problems timely at source seeking advice where necessary.
- Sitting with members to record and type stories, which may contain distressing and emotional content and raise any issue to the Pastoral lead.

Planning and Organisational Skills

- To support the pastoral lead workload with occasional project, workforce and financial planning.

- Provide general administrative support to the Administration team supporting the delivery of the service as required.
- Effectively manage own workload.
- To work with the pastoral lead to create feedback questionnaires to evaluate effectiveness of interventions.

Responsibility for Policy/Service Development

- To assist with the regular review of members programme, ensuring that the service is meeting the needs of the members and the needs of the Trust, implementing changes where appropriate and in accordance with risk management and governance standards and within legislative boundaries.
- Make recommendations for service improvement by inputting your pastoral expertise into the national network.
- Liaise with the Pastoral Lead to create guidance and process to improve members' experience.
- Attend meetings within the department and participate in document preparation and note/minute taking as required.

Responsibilities for Financial and Physical Resources

- The post holder will have responsibility for using resources applicable to own job.
- The post holder will support the Pastoral Lead with management of the accommodation tracker relating to Members.

Responsibilities for Human Resources

- Ensure own self development through all training provided by the Trust and REACHE to meet the demands of the job.
- To participate in the My Time appraisal process by attending regular meetings to agree and review personal objectives for the role and personal development goals.
- To be involved with the induction process for new starter and disseminate information as required.
- To undertake mandatory training on an annual basis.

Responsibility for Information Resources

- Ensure effective use of resources.
- Undertake various clerical duties: data inputting, photocopying, faxing, collation of various documents and prioritise activities effectively as required.

Responsibilities for Research and Development

- To provide accurate detailed information when any data is requested.
- To act within the guidelines of the Data Protection Act, The Caldicott Guidelines and the Human Rights Act.

Freedom to Act

- The post holder is guided by precedent; works within the constraints of terms and conditions of service, policies and procedures.
- Priorities are set but post holder manages own workload and works on own initiative with advice from line manager on request.
- Plan and manage own workload daily.

PERSON SPECIFICATION

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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Numeracy and Literacy, GCSE A*-C equivalent • Microsoft Office qualifications eg ECDL or equivalent demonstrable skills • Relevant qualification in Business Administration eg NVQ Level 3 or equivalent experience 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> • Excellent organisational skills, ability to organise and prioritise own • Proven experience of using Microsoft packages including Word and Excel. • Ability to communicate effectively at all levels • 	<ul style="list-style-type: none"> • Some knowledge of voluntary sector in Northwest • Some knowledge of social housing • Excellent knowledge of DWP and Benefit guidance • Experience dealing with psychological, financial, housing, legal issues to securing provisions and emergency food etc • Awareness of issues/barriers suffered by Refugee and Asylum Seekers

		<ul style="list-style-type: none"> • Experience of working with vulnerable individuals
Skills & Abilities	<ul style="list-style-type: none"> • Good organisational skills and time management skills • Able to work on own initiative • Ability to work effectively as a member of a team and contribute to the team • Able to deal with sensitive issues in a confidential manner • Ability to work under pressure and to meet deadlines. • Ability to work flexibly and manage competing priorities 	<ul style="list-style-type: none"> • Positive regard for refugees and asylum seekers and basic awareness of their needs
Others	<ul style="list-style-type: none"> • Ability to travel across Greater Manchester geographical area 	<ul style="list-style-type: none"> • Full Driving Licence and access to a car

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.

	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> eliminating discrimination, harassment and victimisation

- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.