



Job Title:	Learning & Development Coordinator
Job Type:	Permanent
Working Hours:	37.5 hrs
Salary:	£30,858
Reports to:	Learning and Development Manager
Location:	Flexible within the South.
Responsible for:	The coordination and development of learning and development projects, with a focus on the implementation of projects in the South and South West.
Context	
<p>StreetDoctors is an award winning national charity which trains over 13,000 young people affected by violence each year in emergency first-aid through a team of 300 volunteers. We believe knowledge is power, so we empower young people at risk with the skills to become part of the solution to violence, rather than just being seen as 'part of the problem'.</p> <p>This enables young people affected by violence to have the skills and knowledge to save lives, and increase their understanding of the medical and psychological consequences of violence. Our training is delivered by our movement of young healthcare volunteers (nurses, paramedics and doctors) who work in partnership with criminal justice services, schools, pupil referral units, youth, sports and community groups.</p>	
Main Purpose of Role	
<p>As the StreetDoctors lead for the region, the role will coordinate the organisation's operations and ensure the operating plan is achieved. The key areas of focus include:</p> <ul style="list-style-type: none"> ● Relationship Management: To create, develop and maintain partnerships with a range of organisations including, funders, commissioners, community organisations, criminal justice organisations, education providers, accrediting bodies and youth organisations. ● Volunteer Training and Development: To develop and coordinate volunteer training and ensure their expectations are aligned to the organisation's objectives and provide the best volunteering experience possible. ● Programme Design, Delivery & Quality assurance: To ensure StreetDoctors programmes are designed, implemented and achieve the required quality standards. 	
Main Duties & Responsibilities	
<p>Relationship Management:</p> <ol style="list-style-type: none"> 1. To represent and be an ambassador for StreetDoctors at local, regional and national meetings, partnership events and funding opportunities. 2. To ensure the insight from young people, community members, partners and volunteers within the Regions are valued, listened to and utilised in the development of the StreetDoctors operations and new projects. 	

3. To ensure feedback is gathered and young people's voices are represented within the organisation with effective youth engagement.
4. To support the StreetDoctors Relationship and Investment team in the development and reporting of grants, trusts and CSR partnerships.

Volunteer Training and Development:

5. To support the delivery, management and evaluation of the StreetDoctors learning and development of volunteers and targeted projects.
6. To design and deliver a broad range of learning and development courses which support and enable individuals to develop their skills and knowledge to increase personal and organisational performance.
7. To support the development and coordinate the learning & development external standards/ accreditation.
8. To support the development of the volunteer journey, including training and retention of volunteers.

Programme Design, Delivery & Quality assurance:

9. To co-design with stakeholders, including young people affected by violence, the delivery and evaluation of innovative and creative new projects/ training (including virtually, eLearning, blended and the use of gamification etc).
10. To maintain and develop the monitoring, evaluation and impact reporting for StreetDoctors.
11. Support the development and implementation of new national projects and initiatives (Young Leaders project/ Multipliers).
12. To ensure all delivery targets and KPI's are achieved in accordance to the yearly objectives and work plans.
13. To ensure all StreetDoctors policies and procedures are implemented and followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Reporting and any concerns are raised with a member of the Senior Team.
14. To deliver training sessions and ensure all sessions are delivered in accordance to the StreetDoctors quality standards.

Other Key Activities:

15. Promote and market new StreetDoctors products, delivery sessions and resources to partners.
16. Maintain and actively promote an organisational culture that embraces the StreetDoctors' values.
17. Support and lead on national StreetDoctors projects, including carrying out any other duties that may be required to meet the needs of the charity.

Person Specification Criteria	Essential/ Desirable
Knowledge & Skills <ul style="list-style-type: none"> • Educated to higher education level or with equivalent learning or experience. • Recognised qualification in youth work, training or education, or equivalent by experience. • Working knowledge of the legislation related to working with young people and the impact of youth violence on the lives of victims, perpetrators and the wider community. • Comprehensive knowledge of the causes and drivers of youth violence and its solutions. • Expertise in community-level engagement and community led projects. • Excellent organisational and project management skills. • Excellent communication skills, both written and oral. • Ability to respond to changing external agendas, often at short notice and manage tight timelines effectively. • Ability to build lasting relationships with a range of stakeholders. • Ability to facilitate training sessions to young people in a range of settings and with a range of learning styles. • The implementation and management of Safeguarding procedures and safe systems of working for young people, volunteers, adults and staff. 	E E E D D E E E E E E E
Experience <ul style="list-style-type: none"> • Experience of working within a youth, community or training environment. • Experience in developing and managing stakeholder relationships. • Experience of working in a Learning and Development context (Including designing and implementing training programmes). • Proven ability in problem solving, innovation and creativity. • Experience in project management and managing KPI's, monitoring, evaluation and impact reporting. • Supporting, developing and managing funded projects, and maintaining relationships with funders. • Experience of managing and training volunteers. • Working with young people and communities in a variety of settings. 	E E D E D D D E
Behaviours <ul style="list-style-type: none"> • Ability to work on your own initiative and as part of a team. • Ability to communicate diplomatically and articulately with a range of stakeholders. • Leads by example in upholding values, inspiring, motivating and supporting colleagues. • Builds strategic relationships, partnerships and projects through collaboration and co-production. • Finds different ways to construct and customise solutions, including finding and building on existing experience and good practice. • Ensures inclusive practice and promotes diversity. 	E E E D D E

Changes to the Role:

This is a description of the job as it is presently constituted. It is the practice of StreetDoctors to review job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.