

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Key Worker
REPORTS TO:	Delivery Team Manager
LOCATION:	Millom & West Cumbria
PRIORITY CONTACTS:	Choices Partners
SALARY:	£22,379 per annum, pro rata (22.5 hours per week £13,608 per annum)
DURATION:	Fixed term until March 2023

JOB SUMMARY

As a Key Worker, you will manage a caseload of Choices participants and provide them with 1:1 support, helping them overcome barriers by signposting into existing and new services, as well as supporting them to access training, job search and employment. Working closely with participants, Key Workers are responsible for supporting them through every stage of their journey, enabling participants to address their barriers and realise their aspirations.

Key Workers will have experience of working with people with multiple barriers and will have a good knowledge of Allerdale & Copeland and the voluntary and community sector. With the ability to demonstrate excellent interpersonal skills, Key Workers help participants become more confident and motivated to enable them to achieve their goals whilst at the same time ensuring a consistent and high quality service. As the majority of delivery will be delivered via outreach within the community, access to transport will be essential and Key Workers may need to work outside of normal hours on occasion. The role is a full time position, funded by the National Lottery Community Fund and the European Social Fund until March 2023.

KEY TASKS

Key Responsibilities: Programme Delivery

- Undertake participant eligibility assessments and registration onto Choices in line with funders requirements, maintaining participant confidentiality of sensitive information at all times
- Develop with participants action plans with clear goals, identify barriers and aspirations, measures to overcome/achieve these and regularly review progress using 1:1 meetings and the Outcomes Star assessment tool
- Support participants to access existing services and new services, to enable them to overcome barriers to training & education, job searching or gaining employment
- Work closely with the wider team to develop and deliver activities which will support participants to gain positive experiences and to address their barriers
- Work closely with other Choices staff who will be providing health, financial and digital inclusion activities, to identify which activities are most suitable for each participant and provide support to enable them to access these activities
- Encourage participants to develop appropriate professional and personal relationships
- Match participants with volunteering opportunities and encourage engagement, offering ongoing guidance to identify personal development opportunities through the placement
- Assist participants to successfully make the emotional and psychological transition towards meeting their goals
- Actively promote participants to potential employers
- Be proactive and look for solutions to enable the participant to attain their goals
- Support engagement with appropriate education and training providers and assist in the placement of participants into further education and training opportunities
- Provide ongoing support to participants, once they have been placed in employment to ensure sustainable employment
- Action participant requests promptly and adhere to Choices policies and procedures including dealing with complaints in a timely manner
- Integrate, share knowledge and spread best practice with other Key Workers, staff and partners across Choices
- Actively promote Equality & Diversity and Sustainability at every opportunity
- Be fully aware of the potential of Safeguarding issues and report any concerns appropriately
- Work as part of a team, attend team meetings and participate in staff training as necessary
- Provide support to assigned peer mentors and volunteers and provide them with development opportunities
- Ensure compliance with Building Better Opportunities funding requirements
- Present a professional image of Choices and Groundwork NE & Cumbria at all times

Performance Targets:

- Recruit suitable participants to programme in line with marketing plan
- Timely caseload management
- Meeting individual targets on participant progress into; job search, employment, training & education
- Meet individual outcome targets on job sustainment, work experience & volunteering, employer engagement and participant personal development
- Completion of Outcomes Star assessments

Quality Targets:

- Contractual compliance against set quality standards & funders requirements
- Self-led audits and completion of compliance actions

- Customer Service standards and gathering information & feedback from participants to feed into evaluations and publicity

Additional responsibilities

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout
- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.