

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB TITLE: Key Worker

| Factor | Criteria No | Criteria | Ranking | Criteria to be tested by... mark as appropriate) | | | | | |
|------------|-------------|--|---------------------------|--|-----------|--------------|-----------------------|------------------------|-------------|
| | | | (Essential/ Desirable) | Application Form | Interview | Presentation | Practical Exercise | Work Simulated Test | Certificate |
| General | 1 | Good standard of education to GCSE A-C equivalent, particularly in English and Mathematics | E | X | | | | | X |
| | 2 | Information, Advice & Guidance or Employment Related Services Level 3 or above | D | X | | | | | X |
| | 3 | A recognised training qualification to support delivery to participants | D | X | | | | | |
| Experience | 1 | Experience of successfully working with jobseekers and employers in an employment/ support programme setting | D | X | X | | | | |
| | 2 | Working with a variety of partners to provide tailor made solutions to meet participant requirements | D | X | X | | | | |
| | 3 | Marketing, communications, external liaison and presentation work | D | X | X | | | | |
| | 4 | Experience of working to and meeting industry and internal service level standards | E | X | X | | | | |
| | 5 | Successful employer engagement | D | X | X | | | | |
| | 6 | Substantial experience of using software packages in particular Microsoft Word, Excel, PowerPoint and bespoke Customer Tracking Systems, Teams or other online meeting platforms | E | X | X | | | | |
| Knowledge | 1 | Health & Safety and Equal Opportunities legislation and practices | E | X | X | | | | |
| | 2 | A sound understanding of the employability agenda | D | X | X | | | | |

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|-------------------------|---|---|---|---|---|--|--|--|--|
| Knowledge | 3 | Knowledge of Allerdale & Copeland area and local voluntary & 3rd sector support services | D | X | X | | | | |
| | 4 | Specialist knowledge of challenges faced by people who are long term Unemployed or Economically Inactive | D | X | X | | | | |
| Personal Skills | 1 | Ability to work effectively as a member of a team within a complex, changing and challenging environment | E | X | X | | | | |
| | 2 | Ability to work on own initiative, taking responsibility for achievement of identified programme targets maintaining and always maintaining quality standards | E | X | X | | | | |
| | 3 | Good communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels | E | X | X | | | | |
| | 4 | Ability to innovate and inspire participants with a patient and tactful approach to achieve positive outcomes | E | X | X | | | | |
| | 5 | Ability to engage and develop positive, trusting relationships with participants | E | X | X | | | | |
| | 6 | Ability to maintain confidentiality as required and remain compliant with GDPR | E | X | X | | | | |
| Additional Requirements | 1 | Prepared to undertake occasional work out of hours | E | | X | | | | |
| | 2 | A commitment to Equal Opportunities and Diversity in all work practices | E | X | X | | | | |
| | 3 | Full Driving Licence | E | X | | | | | |
| | 4 | An appreciation and commitment to Health and Safety issues in the workplace | E | X | X | | | | |