



Job Title: Keyworker

Department: Work.Live.Leicestershire (WiLL)

Primary Objectives: To support individual participants on the Work.Live.Leicestershire programme from entry to exit of the programme to facilitate them to move into or closer to employment or training.

Main Duties:

- To provide individual one to one support of WiLL participants to facilitate their engagement in the programme from entry through to exit.
- To carry out eligibility checks of participants in accordance with the programme guidelines.
- To develop and implement participant action plans for the WiLL programme to allow the program to meet their needs in line with the scope of the programme.
- To refer participants to appropriate services within the programme and signpost to appropriate services outside of the programme as appropriate to support the participant appropriately.
- Provide coaching (e.g. motivation, confidence) and support (e.g. physical and mental health) as needed to participants to allow them to engage fully with the WiLL programme and provide a central point of contact for them.
- Work independently using initiative and to work as part of the keyworker team on the WiLL programme.
- Supply appropriate and accurate information to WiLL partners on a regular basis.
- Maintain and monitor an accurate and confidential participant database as needed.
- To multi task whilst working to deadlines.

Liaising

- Make and answer calls and respond to queries on behalf of the participants and WiLL programme.
- Liaise with the core team and partners in relation to participant engagement and monitoring.

Development

- Monitor participant activities to ensure that accurate records are developed and maintained.
- Monitor participant activities

Resources

a) People

- Contact with Local Authorities and other voluntary sector organisations.
- Contact with participants, families, and the public enquiries.
- Contact with programme partner organisations.

b) Financial

- To maintain accurate records of travel expenses.

c) Special factors

- Required to maintain confidentiality on participant information and maintain up to date records.
- To provide coaching and support to participants which may involve physical health and mental health support.
- Willingness to travel across rural Leicestershire.
- Access to a car and hold a clean driving licence.

Additional responsibilities

- To ensure activities comply with the requirements of the Big Lottery and European Social Fund
- To ensure activities comply with current law
- To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: JM

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This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such

variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> • GCSE (or equivalent) in English Language & Maths (Grade C or above). 	<ul style="list-style-type: none"> • Qualification in social work, advice and guidance or other 	Application form,
Experience	<ul style="list-style-type: none"> • Extensive experience in a keyworker type post. • Experience of working with adults from a range of backgrounds • IT experience, including MS Office applications, and email/internet, • Experience of dealing with clients, responding to queries and giving information. • Experience of word processing letters and other documents to an accurate standard. • Experience of being part of a team working for a shared purpose. • Experience of working under pressure and to deadlines 	<ul style="list-style-type: none"> • Experience of the charity sector • Experience of working with those who are unemployed 	Application form, interview
Skills & Knowledge	<ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Ability to motivate and inspire • Ability to engage and empathise with individuals • Ability to refer • Ability to take initiative 	<ul style="list-style-type: none"> • Knowledge of relevant local authorities and third sector organisations 	Application form, interview

	<ul style="list-style-type: none"> • Ability to set and hold boundaries • Ability to challenge • Attention to detail • Maintain confidentiality • Excellent record keeping ability • Effective communication (listening and questioning) skills • Adept at building and maintaining relationships with a wide range of people 		
Personal Qualities	<ul style="list-style-type: none"> • Commitment to equal opportunities, and Vista's Statement of Culture, Values and Core Principles. • Proactive approach to work (planning, setting deadlines). • The ability to communicate sensitively and effectively with adults. • The ability to build good relationships with adults that may be unfriendly at first • The ability to help adults of various ages develop the skills they need to move into training or employment 		Application form, interview
Other	<ul style="list-style-type: none"> • Excellent administrative skills to maintain accurate records/monitoring. 		Interview