Job Description

Job Title: Complex Needs Key Worker

Reports to: Team Manager

Salary: £23,372 - £28,523 (All Other Areas)
£24,5 40 - £29,691 (South East)
£25,7 10- £30,861 (London)

Purpose

Intensive Personalised Employment Support (IPES) is a voluntary provision, supporting people with disabilities and complex barriers to find work, sustain employment and make improvements to their health and wellbeing.

Shaw Trust is delivering IPES alongside specialist partners Health 2 Employment and Genius Within. Specialist Key Workers from each organisation will form Multi-Disciplinary Teams, sharing their expert knowledge/experience to provide holistic support to participants.

What do we need?

The Key Worker is integral to the success of the programme, ensuring participants receive regular, intensive, and high quality support. The role requires an engaging, empathetic and motivating individual, able to support people with complex needs to move into sustainable employment.

Key Workers make an impact by looking for new and innovative ways to motivate people who are disadvantaged in the job market. They are able to quickly build rapport with participants and proactively source job opportunities with appropriate employers. They will maintain supportive relationships with both participant and employer once employment begins.

Providing bespoke support to individuals, running regular group sessions, and delivering outreach support where appropriate, Key Workers are the people who can ensure individuals access the right support at the right time and progress towards their employment goals. They are able to adapt the support they provide, according to the changing needs of the participant.

Our Key Workers understand their communities and the wide range of services available within them. Brokering routes into existing services and liaising regularly with health professionals, partner organisations and employers in the local community, Key Workers are focused on ensuring every participants ' journey into sustainable employment is as smooth and well-coordinated as possible.

This role is perfect for individuals with proven experience of supporting people with disabilities or long term health conditions in a recruitment environment. The successful candidate will have excellent interpersonal skills, a solution focussed approach, and be highly organised.

Are you right for the job?

1. Do you have a strong track record of achieving positive outcomes and targets in a fast paced environment?
2. Do you have the ability to tailor your approach and deliver a range of support to individuals with multiple and complex barriers to employment?
3. Are you a confident relationship builder, able to create opportunities with employers that match your participant needs?
4. Are you prepared to travel regularly to support participants, and effectively manage your diary to achieve this?
5. Do you motivate people, work well in a team and stay focused under pressure?
6. Do you have the ability and passion to turn around the lives of people through engagement and inclusion?

Main Duties and Responsibilities

1. Engage participants referred to IPES, assessing their support and development needs and working with them to co-produce an action plan into sustainable employment.
2. Facilitate participant journeys, based on their co-produced action plan, by providing tailored support for clients that will improve their circumstances, wellbeing, confidence, and enhance their motivation to find sustainable employment.
3. Provide tailored support for clients to support agreed actions that will improve their circumstances, wellbeing, confidence, and enhance their motivation to find sustainable employment.
4. Organise and coordinate a varied timetable of activities, including one to one meetings, group sessions, outreach appointments, work experience and employer and stakeholder engagement.
5. Undertake in-work support activities to ensure participants are able to maintain their employment and wellbeing, including carrying out regular reviews with the client and the employer.
6. Work collaboratively within the Multi-Disciplinary Team, participating in caseload reviews, group delivery sessions and customer led support activities.
7. Identify and engage local employers through cold calling and reverse marketing, bbuilding and maintaining strong relationships to identify vacancies and where required, tailor these to participant strengths and needs.
8. Manage a caseload of unemployed and in-work participants across a specified geographical location and meet associated KPI’s

9. Be fully responsible for maintaining effective and efficient case management/administrative procedures, including producing appropriate records and reports, including the updating of participant details on the relevant case management system.
10. Ensure safe working practices are maintained as set out within Shaw Trust 's policies/procedures as well as operating within service guidelines when participants require crisis support
11. Maintain up to date knowledge of the benefit system and entitlements.
12. Ensure achievement against service delivery KPIs, targets and outcomes.
13. Provide a quality service which meets contractual requirements
14. Encourage client feedback and user involvement as directed.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or

concerns relating to risk and the effectiveness of the Trust ’s risk management arrangements.

8. Be aware of, promote and implement Shaw Trust’s Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environmentin line with Shaw Trust’s Strategic aim to adopt green approaches and become carbon neutral.

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Person Specification

Job Title:

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all clients internal and external**(E)**

Experience

- Strong track record of successfully working to targets (E)
- Experience of supporting, motivating and advising participants with complex needs into and during employment (D)
- Experience of in using motivational, barrier removal and action planning techniques to manage the progression of clients into sustainable work opportunities, demonstrating active listening skills to quickly build rapport (D)
- Experience of delivering training in group situations and providing one to one coaching and positively influencing the clients journey and employer relationships. (D)
- Experience in successfully managing and progressing a caseload of participants to meet their agreed goals and ambitions (D)
- Experience of working with external stakeholders to jointly support participant progression, including employers, local authorities, health services and voluntary sector organisations. (D)
- Experience of proactively engaging with employers to source, create or tailor employment and training opportunities (D
- Experience within the employment/training/recruitment sectors. (D)

Skills and Attributes

- Proactive and solution focused, taking initiative to create opportunities **(E)**
- Passionate about making a positive difference to peoples' lives. **(E)**
- Good organisational skills and time management. **(E)**
- Ability to work independently, providing community based support to participants from our centres, co-locations sites and outreach venues, as well as engaging with employers and other stakeholders as required. **(E)**
- Excellent interpersonal, communication and presentation skills. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results , including regular travel and outreach working **(E)**
- Ability to facilitate, engage, motivate and support partner organisations and service users. **(E)**
- A motivational, flexible and problem solving approach. **(E)**
- Good IT skills, including Microsoft Office. **(E)**
- Positive attitude to disability, health problems and employment problems. **(E)**
- Ability to identify individual client motivators to enable clients to take ownership of their goals and actions and support SMART, based action plans. **(E)**
- Ability to manage, support and review a caseload to achieve targets and customer progression. **(E)**

Personal qualities, communicating and relating to others

- Knowledge of the local labour market. **(E)**
- Understanding of employer expectations and accessing career opportunities. **(E)**
- Knowledge of disabilities, neurodiversity, common health conditions, complex needs and their impact on finding work **(D)**
- Knowledge of challenges faced by long term unemployed **(D)**
- Knowledge of benefit system and employability programmes. **(D)**
- Local community knowledge – knowing what provision and support services are available locally

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service Check at a Enhanced level **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)