

Job Description

Job Title:	Key Worker
Group:	Employability & Careers
Dept/Project/Service:	UKSPF Gateshead Go, Work, Live
Reports to:	Contract Manager
Usual office base:	Gateshead
Grade:	Careers Grade 3



Job Purpose:

Provide face-to-face & remote employability support to adult economically Inactive participants in a range of settings, within the context of the contract, supporting them to move closer to or into the labour market.

Job Objectives:

1. Deliver employability support, which may include information, advice and guidance, to economically inactive participants within the Gateshead Local Authority region.
2. Provide intensive ongoing support and mentoring to economically inactive participants, including, but not restricted to, Group Workshops, Diagnostic assessments, employability support, in-work support in 1:1 or group settings, using appropriate resources and tools

3. Develop strong working relationships with external businesses such as community organisations, Government departments, local authority services, Health service providers and other suitable organisations to generate referrals to the programme and opportunities for support for participants.
4. Identify and develop new relationship opportunities/partnership networks, with local businesses to generate Work Experience, supported employment and employment opportunities for participants.
5. Achieve targets based on the contractual requirements set out in the programme guidance for; Starts on programme, Outcomes and Outputs.
6. Support a caseload of Economically Inactive participants using a case management approach, ensuring a diagnostic is completed, Vocational goals identified, SMART actions agreed in an action plan, regular reviews and updates to action plans, signposting/referrals are made to address identified barriers.
7. Ensure all participant interactions are recorded on management information system in a timely manner as per contract and quality standards
8. Ensure all delivery evidence is complete and compliant in line with contract and quality standards and that all economically inactive participant records are accurate and handled in accordance with appropriate confidentiality and data protection legislation and guidance.
9. Continuously track the economically inactive participant journey in order to achieve all relevant contractual outcomes and outputs
10. Follow and operate within corporate guidance with regards to social media policy and brand guidelines for the programme.
11. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training.

Scope:

The successful candidate must hold a full driving license, have access to a vehicle and be prepared to travel within the region.

Key Workers may be required to work in a range of locations including community venues and employers' premises.

The work may involve working in more than one location and there will be travel involved in the job. It may be necessary to work outside normal office hours.

This job description needs to be considered in the context of a developing and evolving area of service delivery and therefore the duties described above will need to be adapted to meet the needs of the project.

Person Specification:**Knowledge**

Essential:

- » Knowledge of local labour markets and barriers to employment faced by economic Inactive participants
- » Knowledge of customer service and relationship management
- » Understanding of the local area and factors contributing to the local labour market
- » Have an understanding of and a commitment to quality
- » Have a good knowledge of employment, training and personal development support opportunities that are available in the local community

Desirable

- » L4 in Information, Advice & Guidance
- » Knowledge of digital & social media in a working environment
- » Knowledge of evaluation methods and how to measure impact of activities

Experience

Essential:

- » Recent experience of working with adults in a related field, ideally determining need and supporting economically inactive participant choices
- » Experience of working in a target driven environment

Skills

Essential:

- » Effective communication skills including written and verbal and be able to relate to a wide range of people and organisations
- » Presentation skills both face to face and virtual
- » Work collaboratively as part of a team
- » Excellent organisational skills to include time management of own work
- » Ability to meet deadlines and achieve targets and implement contingency plans where necessary
- » Excellent IT skills including all Microsoft Office software
- » Apply a flexible approach to work activities including travel as required to meet business objectives
- » Display an open mind and positive attitude to work and colleagues
- » Excellent networking skills, with the ability the ability to work with people at all levels

Competency Band: 4

Key competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence – creating and leading success	Works with others to provide a reliable, efficient service to internal and external clients/learners	Responds effectively to both changing circumstances and to people with different perspectives
Integrity – supporting and building trust	Delivers on their responsibilities and can usually be relied upon to do what they say they will do	Demonstrates an open, unbiased approach and is willing to learn from others

Accountability – delivering and improving	Recognises when services are not being delivered to the required level of quality and takes appropriate action	Considers and suggests ideas for improvements to deliver results, sharing this feedback with others in a constructive manner
Collaboration – engaging and partnering	Displays enthusiasm around goals, adopting a positive approach when interacting with internal and external stakeholders	Understands how their own behaviour contributes to the sharing of knowledge and ideas

Job Family: Key Workers

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and successful candidates are subject to the relevant level of criminal record checks with national police authorities or the UK’s Disclosure and Barring Service (DBS). This will be at minimum a basic DBS check.

Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants’ previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.

Version Control	
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