



Job Description

Key Worker #Focus5

Date Updated:	23/06/2017	Version:	1.1
Reports to:	Assistant Contract Manager #Focus5		
Working Location:	As per Statement of Terms and Conditions of Employment		

Job Purpose

To support and engage socially excluded young people aged 15-18 years who are unemployed or economically inactive towards employment, education or training.

This post will solely be working on the #Focus5 project.

Main Duties

- To engage young people aged 15-18 years in the #Focus5 project.
- To successfully support young people accessing the #Focus5 project and sustain their outcomes.
- To identify barriers to the young person fully engaging with the project and seek strategies to overcome these.
- To learn and draw from training and best practice in supporting young people with additional needs and applying this to their practice throughout the project.
- To agree with young people and coordinate individual action plans.
- To track, monitor, review and report on the progress of young people.
- To record all work with young people on a Caseload Management System.
- To establish and maintain effective working relationships with a range of professionals, agencies and partners.
- To work with employers to source work experience/work shadowing for young people on the programme and support the employer to understand any key needs of the young person to support the success of the placement.
- To effectively manage the use of support funds for individual young people.
- To engage with parents/carers/other key supporters as appropriate to help them, as key influencers, to support the young person.
- To support groups of young people in their personal development and develop group work programmes.
- To obtain and feedback views of young people in order to meet their needs and ensure the success of provision.
- To manage effectively the health, safety and welfare of clients whilst under your supervision.
- To promote inclusion, equality and diversity for the benefit of the client group.
- To cover for colleagues when necessary to cover sickness/leave etc.
- To maintain in all work a positive attitude to combat oppression and discrimination on any grounds.
- To undertake training as agreed with your line manager.
- To meet agreed performance indicators and priorities.
- To attend performance support reviews and an annual appraisal with your line manager
- To ensure all company policies and procedures, including equal opportunities and health and safety policies and procedures, are adhered to at all times
- To carry out role within the principles of data protection legislation and information security

requirements set down by CSW Group

- To adhere to CSW Group commitment to safeguard and promote the welfare of children, young people and vulnerable adults and to ensure that safeguarding arrangements are in place and complied with.

Person Specification

Essential Skills/Experience

- Commitment to training and professional development.
- The ability to work under pressure, to meet deadlines and manage your caseload effectively.
- Experience of engaging one to one with customers.
- Experience of customers achieving positive outcomes and targets.
- Recent experience of working with young people in group and/or individual settings to promote achievement.
- Experience of working with NEET/hardest to help.
- To be aware of the principles of the data protection legislation and partnership codes of practice covering the recording and sharing of information about our customers.
- Knowledge of safeguarding, equal opportunities, health and safety.
- Excellent verbal, written and communication skills with ability to engage with a wide range of people from a wide range of backgrounds.
- The ability to engage constructively with customers and engage them in work and/or learning opportunities.
- Building strong and positive relationships with children, young people and their parents and/or carers.
- The ability to interpret the opportunity structures to customers and employers.
- The ability to use ICT and record work consistently and effectively, and show attention to detail.
- The ability to mediate IT based customer help tools.
- The ability to work effectively with colleagues, stakeholders and partners and explain the purpose of team and work role.
- The ability to understand and abide by company procedures.
- The ability to cope with the duties and responsibilities of the post and the associated working environment.
- Flexibility and willingness to work outside normal working hours where necessary to fulfil duties of the post (some Saturday and evening work is required).
- Ability to travel extensively to carry out this role.
- Willing to undertake training and staff development.

Desirable Skills/Experience

- Level 4 Advice and Guidance or equivalent.
- Experience of mentoring or advocacy.
- Proven track record of delivery to groups.
- Proven track record of marketing a service.
- Proven track record of customers achieving outcomes.
- Proven track record of engaging with targeted groups.
- Experience of inspection procedures and processes.
- Proven track record of working with and supporting employers.
- Experience of working with the unemployed or those facing unemployment.
- Knowledge of relevant legislation e.g. safeguarding, equal opportunities, health and safety.

Document Approval

Role	Date	Name	Signature
Key Worker #Focus5			