

## Job Description

### Key Worker #Focus5

<b>Date Updated:</b>	01/12/2021	<b>Version:</b>	1.3
<b>Reports to:</b>	Assistant Contract Manager #Focus5		
<b>Working Location:</b>	To Be Confirmed		

### 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.