

**JOB DESCRIPTION -  
Key Worker**

<b>JOB TITLE: Key Worker</b>	<b>Grade: C plus</b>
<b>REPORTS TO: Project Manager</b>	
<p>➤ <b>Adviza is committed to safeguarding and promoting the welfare of children, young people and adults, and expects all staff and volunteers to share this commitment. This part is funded by the Big Lottery Fund and European Social Fund.</b></p>	
<p><b>JOB PURPOSE:</b></p>	
<ul style="list-style-type: none"> <li>• Provide a wide range of support for young people and adults, delivering the outcomes required by specific projects within the Thames Valley area. This will include identifying appropriate participants for projects, assessing their needs, and delivering activities and support to meet these needs and overcome barriers to progression. To track the progress of participants and intervene as required.</li> <li>• Successful applicant will be solely employed on the Big Lottery Fund – Building Futures project. This role will be solely funded by Big Lottery Fund and the European Social Fund.</li> </ul>	
<p><b>MAIN DUTIES AND RESPONSIBILITIES:</b></p>	
<ul style="list-style-type: none"> <li>➤ Assist with the set up and development of bespoke projects working with young people and adults in both a community settings. Delivering both group training sessions and one to one coaching support.</li> <li>➤ To provide a service which values and respects the differing cultures and ethnic backgrounds and diversity of children, young people and adults, working in a manner that values diversity and adheres to the principles of anti-discriminatory practice.</li> <li>➤ Identify those people who will benefit from the programme on offer, assessing their suitability and encouraging them to engage. This may require outreach activities, work with the wider family and/or home visits.</li> <li>➤ Develop and maintain effective relationships with people on the project and their wider family if appropriate. Engage with people to identify individual needs. This will include the use of appropriate diagnostic processes and assessment.</li> </ul>	

- Design and deliver appropriate interventions to meet identified needs and ensure that the targets for the project are met. Interventions may include, for example, one to one support, group work activities and the use of technology. Ensure that the progress of individual people is effectively monitored and timely interventions are delivered.
- Co-ordinate the work of volunteers or other professionals as required by the specific project. Provide support to volunteers as required.
- Work with partner agencies to develop an effective, multi-agency approach to meet the needs of people. Develop and maintain an understanding of the role and work of external agencies, service providers, employers and training providers.
- Make appropriate referrals in order to meet the needs of people and attend reviews, case conferences, meetings and panels as appropriate.
- Share and obtain information as appropriate following Data Protection Act requirements. Maintain accurate and timely records of activities undertaken. Undertake interventionist tracking as required.
- Act as a personal advocate where a person is prevented from accessing opportunities or progressing due to personal/social barriers.
- Achieve both qualitative and quantitative targets as required by the specific project.
- Undertake such other operational duties as may be required from time to time as directed by the Assistant Delivery Director.

**SCOPE OF JOB (BUDGETARY/RESOURCE CONTROL, IMPACT)**

Number of employees Managed/supervised (directly)	None
Number of FTE (Full time Equivalents) employees Managed/supervised	None
Budgetary control	None

**Adviza**

**PERSON SPECIFICATION -  
Key Worker**

**Knowledge/Qualifications:**

- Recognised Level 3/4 IAG (or equivalent) qualification
- Knowledge of the wide range of educational and employment/training opportunities available to people
- Knowledge of other voluntary and statutory agencies who work with people.
- Knowledge and understanding of data sharing legislation
- Knowledge of safeguarding requirements and processes.

**Skills/Abilities:**

- Excellent interpersonal skills and the ability to communicate effectively with a range of individuals, groups and organisations
- Ability to relate to and build effective working relationships with people from a variety of backgrounds and their families.
- Ability to negotiate with a range of partners
- Ability to work alone with the minimum amount of supervision
- Ability to work flexibly and to problem solve
- Ability to undertake assessments and to design packages of support to meet individual needs.
- Ability to use information technology effectively
- Ability to manage a caseload and to meet targets and deadlines
- Confident in delivering group works and presentations.

**Experience:**

- Previous experience in a guidance role.
- Previous experience of managing a caseload.
- Previous experience of project work desirable.
- Experienced in reflective practice.

**Personal Qualities:**

- Ability to communicate effectively with people
- Ability to empathise with people from a variety of backgrounds
- Enthusiastic about working with vulnerable people
- Ability to adapt to change and confidence to take on new areas of work
- Ability to meet deadlines and achieve quantitative and qualitative targets
- Commitment to continuous improvement and willingness to undertake appropriate qualifications and training as required by specific project roles.

- Ability to work with other key professionals and partners at all levels

**SPECIAL FACTORS:**

**Special Factors:**

- Prepared to work flexible hours as required.
- Ideally should hold a driving licence and have access to a car. Alternatively, must be willing to travel via public transport within the Thames Valley and occasionally nationally.
- Share with Adviza, the commitment to safeguarding and promoting the welfare of children, young people and adults.