**Job Description**

**Job Title:** Key Worker – Restart Project

**Responsible to:** Operations Manager

**Salary:** £26,500.00 per annum

**Hours:** 35 hrs per week

**Job Purpose**

The purpose of this job is to change lives. Redcar is on the verge of a renaissance and we want to ensure that local people are the ones to benefit from the opportunities this will bring. We are seeking committed and flexible innovative people who have the ability to read people and understand what they need to motivate them to want to improve their chances of gaining sustainable employment.

**Main Duties and Responsibilities**

1. To build relationships with participants and through support and advice help them address what they need to enable them to gain employment.
2. To have a creative approach to engaging with people.
3. To be responsible for a caseload of individuals, providing a support role and supporting them to address their needs based upon their action plans.
4. To work with people on a one to one or group basis as appropriate.
5. To maintain regular contact with individuals on your caseload to offer advice and guidance where needed.
6. To talk to participants to gain an understanding of their particular requirements.
7. To motivate, encourage and support participants to move towards employment and support them to tailor a package of support to meet their individual needs.
8. To deliver employability and soft skills including confidence and motivation, CV writing, interview techniques, skill checks, digital skills and job search.
9. To maintain participant records in line with the company’s standards.
10. To act as an appropriate role model and deliver a range of actions to motivate and empower

participants and to facilitate their growth in confidence, raise aspirations and to assist in the

realization and achievement of their potential.

1. To assist participants to plan and progress, in line with their action plans, towards improving their life and employment chances.
2. To be responsible for ensuring all Key Performance Indicators are consistently achieved.
3. To meet deadlines and targets as required by the needs of the programme.
4. To accurately maintain relevant IT and administrative systems and produce accurate and timely management information.

**General**

* 1. To be a team player
  2. To comply with company procedures
  3. To promote continuous quality improvement.
  4. To develop an understanding of the work of the wider Charity delivery and are willing to learn from and support its growth.
  5. To attend and participate in team meetings as requested.
  6. Respect confidentiality of service users and key stakeholders.
  7. To carry identification badge when on company business.
  8. To maintain CPD for yourself and reporting team by attending training, reading and other relevant activities.
  9. To take every opportunity to promote Develop services to potential customers using marketing material wherever possible.
  10. To undertake any reasonable ad hoc tasks consistent with the position that are requested by the Operational Manager.
  11. To keep an electronic diary constantly updated checking with the Operational Manager before making any appointments not connected with work.
  12. Advise the Operational Manager of any issues that are impacting on your ability to be successful within your role, at the earliest opportunity.

**Job Specification**

**Experience Essential/Desirable**

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| 1. | Experience of offering a high standard of customer service | Essential |
| 2. | Experience of working with unemployed people to improve their employment prospects | Desirable |
| 3. | Experience of completing face to face interviews and completing personal action plans | Desirable |
| 4. | Experience of providing advice and guidance to others with the aim of progressing them towards employment | Desirable |
| 5. | Experience of liaising with individuals from diverse backgrounds | Essential |
| 6. | Experience of delivering support on confidence & motivation and CV writing | Desirable |
| 7. | Experience, willingness and ability to assertively question/challeng behaviours and thinking | Desirable |

**Skills/Abilities and Knowledge**

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| 7. | Excellent interpersonal skills with the ability to liaise with individuals at all level of an organisation with tact and diplomacy | Essential |
| 8. | Ability to complete paperwork in line with contractual requirements where appropriate | Essential |
| 9. | Ability to audit and monitor electronic records | Essential |
| 10. | Ability to work under pressure and adhere to multiple deadlines | Essential |
| 11. | An excellent standard of verbal communication | Essential |
| 12. | The ability to work with trust and autonomy | Essential |
| 13. | To display strong motivational, customer service and organisational skills | Essential |
| 14. | To be competent in the use of technology with excellent IT skills | Essential |
| 15. | To be an enthusiastic and flexible team player with high expectations of self  and others | Essential |
| 16. | To have strong listening, persuading, and influencing skills | Essential |
| 17. | To be approachable, patient, understanding, open minded, impartial and non-judgmental | Essential |
| 18. | Have an understanding of Data Protection legislation | Desirable |
| 19. | To be able to maintain confidentiality at all times | Essential |
| 20. | Have an understanding of Equal Opportunities policies and practice | Essential |
| 21. | An ability to travel around the Tees Valley as and when required | Essential |

**Qualifications**

Level 3 in Information Advice and Guidance Desirable