



JOB DESCRIPTION & PERSON SPECIFICATION

January 2022

JOB TITLE	Stronger Families Keyworker
LOCATION	Bradford
RESPONSIBLE TO	Team Manager
AREA/TEAM	Stronger Families
HOURS	Upto 32 hours per week 9am to 5pm with the expectation that some contact with service users may need to be held outside of this time
SALARY	£24,432 Fixed term to January 2023

Background:

The Stronger Families programme is part of Building Better Opportunities, funded by The Big Lottery Fund and the European Social Fund. The programme is delivered in Bradford and Leeds, in partnership with Leeds City Council and third sector delivery partners, to support families to overcome the barriers preventing access to education, training, employment and skills building.

Main duties and responsibilities:

- To have a caseload of families where an adult is unemployed and seeking support at any one time whilst also providing light touch support to those exiting the programme,
- To conduct an initial assessment with all referred adults to assess their appropriateness and eligibility for the programme and identify barriers to education, employment and training,
- To develop co-produced action plans that are centred around each individual's unique situation including taking into account family barriers that may be impacting on the adult getting into work.
- Support full engagement in the programme and ensure a planned and robust exit plan so outcomes can be sustained.
- Offer face to face support (and via other communication methods as appropriate) to take outcome focused practical steps to achieve positive outcomes for families in line with the outcomes of the programme
- Ensure seamless support of referrals to specialist provision and maximise the use of existing provision to avoid duplication.
- Attend and contribute or lead on existing multi- agency meetings in their area to ensure links to existing models for co-ordinating support to vulnerable families
- Fully utilise local knowledge and networks to ensure widespread promotion and take up of the programme
- Where appropriate, undertake joint visits with someone the participant already knows to help break down barriers to engagement.
- Provide genuine engagement that focuses on strengths and solution focused approaches.
- Adopt assertive outreach approaches to ensure full engagement and improving outcomes for participants
- Have an understanding of the communities they support, including religious and cultural needs and wherever possible be reflective of these communities
- Be the dedicated operational link for key organisations outside the delivery partnership e.g. food banks, drug and alcohol support services or housing providers. To develop positive

working links and knowledge of these services and promote this knowledge across the partnership.

- Be skilled in recognising and addressing barriers to progression to work and have experience in this area of work.
- Ensuring the timely, accurate and compliant completion of paperwork and meeting targets.

Keyworkers may be involved in:

- Supporting with CVs, cover letters and application forms and skills building with participants, particularly in job searching and applications,
- Keeping accurate records, both paper based and online, including confidential records of review meetings and clients' soft and hard skills development,
- Writing case studies,
- Ensuring participants are referred to appropriate vacancies and supported to prepare not just for interviews but for a job and maybe the start of a career.
- Coaching and preparing the client for job interviews and if appropriate, attending job interviews with clients.

Keyworkers will be expected to take part in keyworker forums and networks to share good practice within a process of continuous improvement.

PERSON SPECIFICATION

Training, Experience & Qualifications	
Essential	Desirable
<p>Relevant qualification in Information, Advice and Guidance, Social Care, Family support or Youth and Community or equivalent qualification or;</p> <p>Substantial experience of working with adults in families with multiple needs / employment needs.</p> <p>Experience of working towards achieving individual and team objectives, targets and KPIs.</p> <p>Experience of identifying support needs and barriers affecting families and develop a plan of action to offer suitable interventions and progression routes.</p> <p>Current driving licence and access to a vehicle.</p>	<p>Experience of Early Help</p> <p>Experience of parenting skills / workshops / group work delivery</p> <p>Restorative practice</p> <p>Safeguarding</p>
Knowledge & Skills	

Essential	Desirable
<p>Knowledge and experience of job search, interview skills, CV writing, employability skills, welfare and financial support.</p> <p>Excellent computer skills (IT skills) and the ability to complete data collection systems – paper and database systems.</p> <p>An understanding of the difficulties and challenges faced by families affected by employment issues.</p> <p>Knowledge of the Equality act and Equal opportunities legislation.</p> <p>Knowledge and understanding of the Data Protection Act.</p>	<p>A sound understanding and knowledge of third sector and statutory provision across the city.</p>
Personal Qualities	
Essential	Desirable
<p>Effective verbal and written communication skills, and the ability to adapt communication to suit the audience, e.g. families, referring organisations commissioners or other staff working on the programme.</p> <p>Effective time management and organisational skills and the ability to manage competing work demands.</p> <p>Ability to develop good working relationships with other agencies and networking and sharing good practice.</p> <p>Strong interpersonal skills and the ability to build positive relationships with children and families.</p> <p>Able and willing to undertake training and development as agreed.</p> <p>Self-motivated with a pro-active ‘can-do’ attitude.</p>	<p>Have a flexible approach to the demands of the post including the ability to work unsociable hours as required.</p>