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| <b>Job NO: B948</b>   | <b>Closing Date:</b> 29 March 2020<br><b>Interview Date:</b> 3 April 2020                |
| <b>Job Title:</b><br>Key Worker – Action Towards Inclusion<br>(Big Lottery & ESF funded)  | <b>Pay Grade:</b><br>£20,005 per annum Scale 5 point 22                                  |
| <b>Normal Place of Work:</b><br>Craven, based at Craven College   | <b>Line Manager:</b><br>Action Towards Inclusion Project Manager                         |
| <b>Hours:</b><br>30 Hours per week  | <b>Special Conditions:</b><br>This post is temporary for a fixed term until 31 July 2021 |
| <b>Role Summary:</b><br><p>The role is fully funded by the Big Lottery Fund and the European Social fund. The role will be the main contact for a caseload of participants on the Action Towards Inclusion Project.</p> <p>This will involve identifying and addressing participants' individual barriers to accessing local support services and working with disadvantaged people from the community, focusing on long term unemployed and marginalised groups, to develop the confidence and skills to move forward in their lives.</p> <p>Providing 1-2-1 information, advice, guidance and support throughout the project and assisting in the delivery of a consistent, high quality range of supportive interventions, based on individuals' needs, in order to help participants to develop the necessary life skills and overcome the barriers that prevent progression towards employment.</p> <p>Ensuring the timely, accurate and compliant completion and submission of paperwork into the Learner Management System, including participant attendance and contact records, learning action and development plans and participant entry, exit and outcome documentation.</p> |  |

#### Principal Accountabilities:

1. Responsibility for interviewing, assessing skills, aspirations and needs of participants that have actively engaged in the Action Towards Inclusion Project activities.
2. Ensuring ESF and project eligibility criteria are met and evidenced appropriately.
3. Build, establish and maintain relationships and work on a 1 to 1 basis, assisting individuals to recognise their abilities, increase confidence and gain new skills through a range of interventions by facilitating a step on/off model of holistic support in improving and managing wellbeing and key employability skills.
4. Responsibility for undertaking regular, meaningful review meetings, and timely, accurate and compliant completion of all related paperwork.
5. Responsibility for helping participants to improve self-care strategies and develop the tools to deal with triggers, manage setbacks and reduce risks of disengagement in the community.
6. Working to achieve agreed Action Towards Inclusion Project outputs – supporting clients into education or training, volunteering, job search activity, employment and self-employment etc.



7. Responsibility for carrying out timely evaluation with all participants to measure the impact of the Action Towards Inclusion Project, highlighting areas for improvement where applicable. Develop and maintain effective and professional working relationships with participants, employers and external service providers, ensuring a quality service is provided at all times.
8. Ensure all participants receive an appropriate and tailored exit support plan, including robust 'in work' support where appropriate.
9. Complete any other duties as reasonably requested by your Line Manager.
10. You will be expected to be fully conversant with and implement the College's range of safeguarding policies and procedures, to ensure the health, safety and welfare of all learners and staff.
11. A Full enhanced disclosure via the Disclosure and Barring Service will be required for this post.

### Key Relationships

The post holder will be expected to develop and maintain good relationships with:

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| <ul style="list-style-type: none"><li>• Colleagues</li></ul>                        | To work closely with all colleagues within the organisation ensuring effective and efficient delivery of the Community Project  |
| <ul style="list-style-type: none"><li>• Action Towards Inclusion Partners</li></ul> | To work closely with the Project Manager and delivery partnership to help reach targeted rural and estate communities where people are reluctant to engage in existing provision. |
| <ul style="list-style-type: none"><li>• Stakeholders</li></ul>                      | To work closely with all relevant stakeholders; Big Lottery Delivery Partners, Employers, Local Enterprise Agency, support services and third sector agencies as appropriate.     |
| <ul style="list-style-type: none"><li>• Participants</li></ul>                      | As outlined in the Job Description  |

### Generic Responsibilities

- To represent and promote Craven College both internally and externally.
- Ensure that Craven College and its internal customers receive an excellent customer service experience in all dealings with the service
- To deliver your day to day duties consistently with the partnership agreement
- To act as a champion for change and improvement and constantly enhancing quality
- To contribute to the annual quality review of the service and the programme of continuous improvement
- To actively promote and act, at all times, in accordance with Craven College policies,
- Promote innovation
- To undertake other duties commensurate with the job level



### PERSON SPECIFICATION

|   | Essential | Desirable | How assessed* |
|---|-----------|-----------|---------------|
| <b>QUALIFICATIONS</b>   |           |           |               |
| Hold or be willing to work towards Advice and Guidance NVQ – Level 2  | ✓         |           | AF / Cert     |
| GCSE English Language grade C or above or equivalent  | ✓         |           | AF / Cert     |
| <b>KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)</b>   |           |           |               |
| Proven competence of delivering employment focused support and training and government funded programmes  | ✓         |           | AF / IV       |
| Awareness of the local labour market and the difficulties faced accessing local opportunities   |           | ✓         | AF / IV       |
| Previous experience of delivering employment focused advice, guidance and support   | ✓         |           | AF / IV       |
| Working knowledge of Equality Act and Equal Opportunities legislation   | ✓         |           |               |
| Experience in dealing with a challenging client group with a wide variety of barriers from diverse backgrounds with differing needs and aspirations | ✓         |           | AF / IV       |
| Experience of using Microsoft Office (Word, Excel, PowerPoint, Publisher) Outlook and Explorer and using Information & Learning Technology          |           | ✓         | AF / IV       |
| Experience of matching clients to suitable work placement opportunities, focused advice, guidance and support.                                      | ✓         |           | AF / IV       |
| Knowledge and Understanding of the Data Protection Act  |           | ✓         | AF / IV       |
| <b>SKILLS AND ABILITIES</b>   |           |           |               |
| Good time management skills with the ability to work towards and meet deadlines and targets   |           | ✓         | AF / IV       |
| Ability to communicate and motivate self and others in challenging surroundings   | ✓         |           | AF / IV       |
| Excellent communication skills, oral and written  | ✓         |           | AF / IV       |
| Empathetic to the needs of the project participants, whilst remaining focused on project outputs  | ✓         |           | AF / IV       |
| Good IT, administrative and organisational skills   | ✓         |           | AF / IV       |
| Able and willing to undertake training and development as agreed  | ✓         |           | AF / IV       |
| Ability to work outside business hours when reasonably required   |           | ✓         | AF / IV       |
| Current, full licence and ability to travel   | ✓         |           | AF / IV       |
| Highly flexible and committed.  | ✓         |           | AF / IV       |
| Ability to cope under pressure  | ✓         |           | AF / IV       |
| Self-motivated with a pro-active 'can-do' attitude  | ✓         |           | IV            |

\*Key to how skills are assessed:

AF = Skill assessed via application form  
 AT = Skill assessed via test/work-related task

IV = Skill assessed via interview  
 Cert = Certificate checked at interview