

## Job Description and Person Details

|                           |  |
|---------------------------|--|
| <b>Post Title</b>         | <b>Project Key Worker</b><br>Keighley Neighbourhood Hubs Work  |
| <b>Location</b>           | Keighley and Craven College, Skipton (Multi-Site)  |
| <b>Rate of pay</b>        | APT&C Scale 5 point 22 £20,005 per annum (fixed point)<br>pro rata to £8,110 per annum<br><br><i>This post is part funded through European Structural and<br/>Investment Funds (ESIF)</i>                              |
| <b>Hours</b>              | 15 hours per week  |
| <b>Responsible to</b>     | Project Manager  |
| <b>Special Conditions</b> | This post is temporary for a fixed term up 18 December 2020<br>with a possible extension dependant on funding.<br><br>A full DBS Certificate via the Disclosure and Barring Service will<br>be required for this post. |
| <b>Closing Date</b>       | Sunday 1 November 2020   |
| <b>Interview Date</b>     | tbc  |
| <b>Post No.</b>           | B967   |

If you experience any difficulties in accessing any employment information or completing the College application form, please contact Human Resources, [HR@craven-college.ac.uk](mailto:HR@craven-college.ac.uk)

### MAIN JOB PURPOSE

**To undertake community engagement within CLLD areas of Keighley. Work with community centres to create Neighbourhood Hubs, promote hubs and develop new activities. Manage a caseload of participants. Supporting participants from engagement to exit moving towards and into employment.**

### OVERVIEW OF THE ROLE

We are looking for a highly motivated and enthusiastic Key Worker to work with communities and individuals in CLLD areas across Keighley, supporting community engagement, establishing Neighbourhood Hubs and employability services.

The role will be the main contact for a caseload of participants on the Keighley Neighbourhood Hubs Works Project

The newly funded two-year project will work with other partners across Keighley to engage participants through outreach in local communities to support their personal development and help in accessing the services and training they need to move them closer to work.

The role will work with 19+ individuals, liaising with other colleagues, delivery partners and stakeholders in the community to overcome the barriers preventing access to education, training, volunteering and employment.

You will be able to communicate, motivate and empathise with a range of people to include members of the public, tenants, customers, employers and other partners and stakeholders. You will be able to work on your own and as part of a team working seamlessly alongside other project strands in the programme. Offering engagement, support, information, advice, guidance, mentoring and coaching, training in a group or 121 support (at times in the home) to enable local people to become work ready.

Experience in a similar environment, in particular working with those vulnerable and furthest from the labour market, is desirable however your willingness and flexibility to create a new service, to exceed standards and targets and to provide a high quality package for our customers is key to the success of the role and the project.

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

The project is receiving up to £37,500 of funding from the England European Structural and Investment Funds Growth Programme 2014-2020. The Ministry of Housing, Communities and Local Government and the Department for Work and Pensions are the Managing Authorities for European Regional Development Fund and European Social Fund funding through the Growth Programme, funds established by the European Union to help local areas stimulate their economic development. By investing in projects the funds will help to support innovation, businesses, skills and employment to improve local growth and create jobs. For more information visit <https://www.gov.uk/european-growth-funding>.

### KEY DUTIES AND RESPONSIBILITIES

This job description is a guide to the duties you will be expected to perform immediately on your appointment. These may change in the future in line with the strategic direction and development of the College:

- Work with local Community Centres to develop and establish Neighbourhood Hubs utilising an Asset Based Community Development approach.
- Promote the project to engage those that would benefit the most.
- Undertake participant eligibility assessments and registration onto the project, maintaining participant confidentiality of sensitive information at all times
- 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.
- Responsibility for developing action plans with clear goals, identify barriers and aspirations, undertaking regular, meaningful review meetings, and timely, accurate and compliant completion of all related paperwork.
- 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.
- Support clients to access existing services to enable them to overcome barriers to gaining employment and attend sessions if required
- Work closely with other project staff who will be providing employability activities to identify which activities are most suitable for each participant and provide support to enable them to access these activities.
- Provide Information, Advice & Guidance, support participants with job search, mock interviews and job matching
- Match participants with volunteering opportunities both within and outside the partnership
- Assist clients to successfully make the emotional and psychological transition to employment.

- Actively promote participants to potential employers
- Be proactive and look for solutions to enable the participant to attain their goals
- Working to achieve agreed Project outputs – supporting clients into education or training, volunteering, job search activity, employment and self-employment etc.
- Provide ongoing support to participants once they have been placed in employment to ensure sustainability
- Ensure Project performance management system is accurate and up to date and provide relevant reports when required.
- Ensure compliance with European Social Fund funding requirements
- Integrate, share knowledge and spread best practice with other staff and partners across the Project
- Work as part of a team, attend team meetings and participate in staff training as necessary
- Support compilation of evidence and claims in order to secure funding.
- Full enhanced disclosure via the Disclosure and Barring Service will be required for this post.
- To ensure that interaction with participants is inclusive, fosters good relations between different groups of people, pays attention to specific needs identified through assessment, and being mindful of cultural or gender differences;
- To work closely with community centres, outreach workers, project staff and outside support agencies in agreeing strategies that overcome barriers to participation or learning progression;
- To participate in the College's Appraisal scheme and undertake professional updating/staff development as required to meet the needs of the Division and College;
- To be fully conversant with the College's Equality and Diversity aims and objectives; and take appropriate positive action in the promotion and delivery of Equality & Diversity targets:

- 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 students and staff;
  - Any other duties commensurate with grade and status as may reasonably be requested.
-

### PERSON SPECIFICATION

The person we are hoping to appoint will meet all the following essential requirements and some or all of the desirable requirements.

#### ESSENTIAL REQUIREMENTS

- Hold or be willing to work towards Advice and Guidance NVQ – Level 2
- GCSE English Language grade C or above or equivalent
- Experience and knowledge of undertaking community engagement and development
- Proven competence of delivering employment focused support and training and government funded programmes
- Awareness of the local labour market and the difficulties faced accessing local opportunities
- Previous experience of delivering employment focused advice, guidance and support
- Working knowledge of Equality Act and Equal Opportunities legislation
- Experience in dealing with adults from a challenging client group with a wide variety of barriers from diverse backgrounds with differing needs and aspirations
- Experience of using Microsoft Office (Word, Excel, PowerPoint, Publisher) Outlook and Explorer and using Information & Learning Technology
- Experience of matching clients to suitable work placement opportunities, focused advice, guidance and support.
- Knowledge and Understanding of the Data Protection Act

#### SKILLS AND ABILITIES

- Good time management skills with the ability to work towards and meet deadlines and targets
- Ability to communicate and motivate self and others in challenging surroundings
- Excellent communication skills, oral and written
- Empathetic to the needs of the project participants, whilst remaining focused on project outputs
- Good IT, administrative and organisational skills
- Able and willing to undertake training and development as agreed
- Ability to work outside business hours when reasonably required

- Current, full licence and ability to travel
- Highly flexible and committed.
- Ability to cope under pressure
- Self-motivated with a pro-active 'can-do' attitude
- Willingness and ability to liaise effectively with external bodies and agencies;
- Willing to undertake professional development linked to the needs of the College;

---

### **DESIRABLE REQUIREMENTS**

- Experience of ESF projects;
  - Experience of delivering courses in adult and community setting;
  - Working knowledge of Asset Based Community Development
-