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## JOB DESCRIPTION

## Diagram Description automatically generatedJob Title: Changing Futures Key Worker

**Location:** Urmston, Greater Manchester

**Line Manager:** Local Hub Lead

**Contract & Salary** Fixed term 12 months &£17,456 per annum (£29,093 FTE)

**Working Days/Hours:** 21hrs (3 days TBC)

Job Purpose

Changing Futures Trafford is a year- long programme focused on supporting people who experience multiple disadvantage of homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system.

The programme is intended to improve an understanding of how Trafford can better support individuals and families experiencing multiple disadvantages and will adopt person-centred and strengths-based approaches.

Key workers will form part of a wider programme delivery team including specialist services in Trafford e.g. Trafford Domestic Abuse, Out There, Achieve, HOST. Keyworkers will work directly with a small number of adults, providing support and working with local support services to improve outcomes for individuals.

The Changing Futures Trafford programme will work to influence and action meaningful, sustainable and transformational changes to local health and social care systems.

# Primary Duties & Areas of Responsibility

Build strong relationships with people who join the changing Futures Programme, providing support and guidance through one-to-one sessions, wider learning and wellbeing activities.

You will be working with people who have faced multiple disadvantage and who will have a range of different needs. This will require a proactive, flexible and creative approach to encourage independence, identify appropriate support, and help people work towards a positive future.

You will be required to keep accurate records of any contacts and maintain databases and appropriate records in line with reporting requirements.

Take enquiries via telephone, email and in person. Ensuring a high level of customer service and care at all times.

Communicate effectively with other members of the Hub team, and as part of the Changing Future Trafford programme.

Ensure that all databases and information held complies with GDPR, confidentiality and compliance regulations.

Ensure that any risk assessments and lone working arrangements are complied with.

Keeping accurate time sheets daily.

# General Tasks

Work with your line manager to identify and undertake continual personal and professional development.

Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion training and health and safety.

Work with your line manager to access regular support and supervision.

Comply with all data protection requirements with regards to the access and dissemination of personal data.

Act within the policies and principles of Age UK Trafford and actively promote the good name and brand image of the organisation.

Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.

Occasional work out of office hours may be required.

Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

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**PERSON SPECIFICATION -** Changing Futures Trafford Key Worker

The role of Changing Futures Trafford Key Worker demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application and/or interview/assessment as deemed necessary. The role is subject to an enhanced DBS.

# Experience, Knowledge, Skills and Abilities Essential Desirable

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| Experience of working in front line services, ideally supporting people with multiple and complex needs from a diverse range of backgrounds. | X |  |
| Support the acceptance and management of referrals from self-refers and external parties. | X |  |
| Understanding of the impact that experiencing trauma can have on people’s lives | X |  |
| Experience of risk and safeguarding processes. | X |  |
| Ability to communicate with a wide range of service users and stakeholders, Inc good social interaction and listening skills. | X |  |
| Ability to assess and identify the needs of people and remain sensitive to the needs of individuals that are perceived as hard to reach and/or vulnerable, whilst maintaining professional boundaries. | X |  |
| Ability to motivate, encourage, and support people to engage in a wide range of health and personal development activities. | X |  |
| Encourage independent action of service users, and not foster dependent behaviour. | X |  |
| Emotionally resilient and able to adapt to changing situations. | X |  |
| Confidence to challenge the status quo appropriately with  strong advocacy and advice-giving skills. | X |  |
| Experience of delivering activity to meet specific outcomes or targets as part of a project or team. | X |  |
| Ability to take a flexible approach and respond positively to new ideas and ways of working. |  |  |
| Strong time management skills and the ability to determine priorities. | X |  |
| Good organisational, written and IT skills (MS Office), and the ability to maintain accurate records. | X |  |
| Ability to work independently and as part of a team, and apply a resourceful and flexible approach, as required. | X |  |
| Knowledge of Information Governance and ability to maintain confidentiality, within any statutory guidance on safeguarding. | X |  |
| Ability to reflect on and develop own practice and use supervision appropriately. | X |  |
| Capture service user satisfaction and maintain regular feedback. | X |  |
| Collaborate with other provision partners in the health and voluntary sector to ensure a holistic response to the needs of people. | X |  |
| A good understanding of Trafford based services and community assets. |  | X |
| Lived experience of multiple disadvantage (homelessness, substance misuse, mental health, domestic abuse and criminal justice system). |  | X |
| UK Driving Licence and access to a car. |  | X |