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## JOB DESCRIPTION

## A close-up of a logoJob Title: Work Well Trafford Key Worker

**Location:** Urmston, Greater Manchester

Diagram

Description automatically generated**Line Manager:** Local Hub Lead

**Salary** £17,456 per annum

(£29,093 per annum FTE pro rata 21 hours)

( Up to March 2026)

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

Job Purpose

WorkWell Trafford is a borough-wide project designed to support people at risk of unemployment for health-related reasons. The key worker will work as a part of a group of 6 workers across the borough, each based in one of the Trafford community hubs.

The Key worker will be employed by and operate as part of the local hubs team, identifying, registering and supporting a caseload of service users. The key worker will deliver tailored 1-1 support, helping to address barriers to employment and creating a realistic ‘Thrive in Work’ or ‘Back to Work’ plan with the individuals.

This is a new and innovative approach for tackling health-related barriers to employment. The role holder will play a crucial part in providing local, accessible support for Trafford residents through early intervention and low intensity, holistic support.

You should be organised, compassionate and able to work in partnership with other members of the team and partner agencies.

# Primary Duties & Areas of Responsibility

Generate new referrals by promoting the programme and building relationships with community and health partners.

Build trusting relationships with participants to develop personalised support and identify barriers to employment and any potential solutions.

Deliver 1-1 support as needed, tailored to the needs of the individuals.

Make appropriate referrals, advocate where needed and support with any forms or meetings if required.

Create ‘Thrive in Work’ or ‘Back to Work’ plans with all participants.

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 Trafford Work Well network.

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.

**PERSON SPECIFICATION**

Work Well Trafford Key Worker

The role of Work Well 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 with be subject to an enhanced DBS check.

Work Well Trafford (WWT)

# Experience, Knowledge, Skills and Abilities Essential Desirable

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| Experience of working in health, social care, employment or advice setting, engaging directly with service users. | X |  |
| Support the acceptance and management of referrals from self-refers and external parties. | X |  |
| Ability to communicate with a wide range of service users and stakeholders, including 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. | 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 |  |
| Strong advocacy and advice-giving skills. | X |  |
| 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 with barriers to enter or sustain employment. | X |  |
| Knowledge of the UK benefits systems, processes and requirements. |  | X |
| Full Driving Licence (access to a car) |  | X |