



## **Manor & Castle Development Trust Ltd**

### **Job Description**

<b>Job Title:</b>	Employment Support Worker/Keyworker
<b>Responsible to:</b>	Employment Support Project Manager
<b>Hours:</b>	37 hours per week (fixed term contract until March 2020. May be extended subject to further funding)
<b>Salary:</b>	£17,720.04 - £19,143.80 per annum - dependent on qualifications and experience.

**The post holder must at all times carry out his/her responsibilities within the spirit of MCDT's Policies and Procedures, in particular MCDT's Policies on Equal Opportunities and Health and Safety.**

### **Purpose of Job**

To deliver a package of support to individuals from diverse backgrounds, including those with complex and multiple barriers to employment. To support the identification of needs and specific interventions for each customer and the development of an individual pathway or plan that may be expected to include a range of actions and interventions to address and mitigate barriers to employment in order to improve their life opportunities.

### **Responsibilities**

1. To engage with the defined participant group in various settings including outreach basis, MCDT premises and community based venues throughout South Yorkshire
2. To effectively assess customers barriers to the labour market and draw up action plans to address these barriers. Through discussion with the customer, identify expectations and support them to develop strategies to allay any fears or negative preconceptions around employment
3. Offer in work support to our customers once in work to ensure the job is sustained by the customer.
4. Share information with other key staff to enable and support all customers to access all opportunities and appropriate services.

5. Work with the Employment Support team to ensure clear communication pathways to maintain regular contact with existing and potential customers.
6. To be responsible for a caseload of individuals and working in partnership with other agencies, provide information, advice and guidance to help them become better prepared for employment.
7. To implement, monitor and review action plans relating to the identified needs and implement measures where lack of progress is identified.
8. To regularly review participants against project aims and objectives.
9. To support and facilitate group sessions to prepare customers for work- or work-related activity
10. Administer and use the internal electronic calendar and keep updated daily
11. Support events including jobs fairs, recruitment events and any other marketing and promotional events as they occur. To be flexible as some evening or weekend work may occur
12. Demonstrate a commitment to equality, diversity and inclusion and the provision of a safe environment for customers through behaviour and policies and procedures.
13. Offer support at key decision points in the customer journey towards employment.
14. Participate in regular communication meetings to discuss performance and other related issues.
15. To engage with Jobcentre Plus and other organisations appropriate to the project and attend network and other meetings as necessary.
16. Ensure that all company records are kept confidential at all times, that all customer and company records are stored for the required contractual period as stipulated by the contractors.
17. Contribute to the Ofsted, Investors in People and Matrix self-assessment and development planning processes.
18. Undertake any other duties requested by the Project Manager

## PERSON SPECIFICATION

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
To be qualified or working towards IAG L3 or equivalent as a minimum	•	
To have or be working towards PTTLs L3 or equivalent		•
Good organisational skills	•	
Ability to communicate effectively both verbally and in writing, with a range of people and organisations	•	
Ability to manage and prioritise own workload including meeting deadlines	•	
Ability to cope with fluctuating priorities and to have a flexible approach	•	
Ability to work well under pressure	•	
Ability to motivate individuals appropriately to achieve required outcome	•	
A good standard of English written and verbal	•	
To be computer literate	•	
Knowledge and understanding of confidentiality	•	
Ability to work independently and as part of a team	•	
Enthusiastic and flexible approach including working some evenings and weekends	•	
<b>Experience / Knowledge</b>		
Experience of working with local communities or experience of community development	•	
Knowledge of the local area and the services available citywide		•
An understanding of what enables people to engage and participate	•	
Understanding of partnership working within a multi disciplinary environment	•	
A knowledge and commitment to work towards the Trusts aims and objectives	•	
<b>Personal Qualities</b>		
A good sense of humour		•
Willingness to undergo training for professional development	•	
An understanding of both equal opportunities and social inclusion	•	
Non-judgemental, empathic approach with people	•	