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Post:	YEI Key Worker		
Last Version Date:	N/A		
Version No:	1	Version Effective Date:	April 2016

Position:	YEI IAG officer/ Key Worker
Salary:	£21,000 per annum (with the option to undergo funded IAG and Goals Training)
Hours:	37 hours per week – occasional weekend and evening work will be required
Reports to:	Youth Employment Initiative Manger
Please note this post is funded through the European Structural and Investment Funds. This is initially a 1 year fixed term position until July 2018 – may be extended subject to further funding	

Summary of Purpose

Working with the Training team from the Community Hub to provide a holistic service to young people, in particular lone parents. To deliver high quality IAG's, one on one mentoring and group sessions to increase personal and social development, employability, and confidence in order to progress clients into a positive opportunity.

Working within the Training team to ensure a high level of service is delivered through support and effective communication within the Department. Working co-operatively and flexibly with other members of the team and Fenchurch children centre cluster, you will be professional, supportive and have excellent communication skills and be flexible in your hours and location of work.

Dignity at Work

To show, at all times, a personal commitment to treating all customers (children, parents and carers) and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, their age, gender, ethnicity, sexual orientation, disability or religion) and assists in ensuring equal access to services and employment opportunities for everyone.

- Main Duties/Responsibilities**
- To work as part of a responsive and flexible training team to deliver high quality IAG's one on one mentoring and person centred provision in accordance with funding and Matrix/Ofsted requirements for the YEI and other training provision.
 - To support and work closely with other members of the Training team and Children centre staff to ensure high quality provision is maintained and delivered in accordance with funding and Matrix/Ofsted requirements.
 - To work in partnership with staff and volunteers from the Training team and each of the Children's Centres within the locality to ensure effective communication, sharing of skill and knowledge and joined up flexible delivery of training department and children's centre services to young people and families.
 - Raise awareness in the local community about the range of services on offer and ensure those who are most disadvantaged and vulnerable are supported and able to access the services they need.
 - Identify and engage existing and new young people, particularly lone parents and promote the positive benefits of the service and the future opportunities.
 - Undertake promotional and marketing activity to raise awareness of the support available to young people across but not limited to parents, support workers, and other partner organisations.

- Undertake individual needs assessments with young people to identify short and long term goals and potential and actual barriers to participation in accordance with Matrix Quality and Customer First OFSTED standards.
- Undertake initial and diagnostic assessments for functional skills and identify appropriate provision where required.
- Create SMART action plans with young people providing them with continued support and undertake regular reviews.
- Ensure high levels of engagement with individuals.
- Maintain accurate records and contribute towards accurate reporting requirements.
- Develop and deliver a range of employment sessions not limited to but including ASDAN employability, team building, Goals, confidence building, CV preparation, application forms, and interview preparation.
- Develop and deliver session with YEI individuals and groups to ensure individual pathways the programme in general is co-deigned with service users.
- Develop and facilitate sessions that focus on progression opportunities for young people with key partners.
- Maintain relevant electronic and paper-based systems of information
- Ensure resources are up to date, relevant and appropriate to support the service
- Maintain and develop effective working relationships with partner organisations and internal service areas in order to signpost and refer effectively.
- To deliver all services in accordance with the Matrix quality mark/Customer first, OFSTED and contribute to all assessments for reaccreditation.
- To work with team on continuous organisational improvement contributing to and acting upon actions within the SAR and QIP.
- Ensure own professional qualifications are reasonably maintained and updated to meet the changing needs of the organisation and the particular requirements of funding and awarding bodies
- To undertake any other duties relevant to this position

Principal Accountabilities

- Deliver high quality IAG services to young people particularly lone parents, including those who are most disadvantaged and vulnerable, about services and provision available.
- Build effective partnerships with colleagues in the area to ensure an integrated approach to the delivery of services for young people, particularly lone parents, in order to improve positive opportunities and positive progressions.
- Develop and deliver a range of one to one mentoring and group sessions to improve young peoples in particular lone parents, confidence, self esteem, communication skills, job search activities.
- Work with partner organisations to reduce barriers for young people and signpost/refer as necessary.
- Promote the entitlement to early education for 2, 3, and 4 year olds and support parents to access their child's free places.
- Undertake individual needs assessments to identify needs led holistic package of support in partnership with key partners, young people in particular lone parents, their families which facilitate improved outcomes.
- Develop strong links with local community and voluntary organisations to ensure they understand the role of the training team and Children centre services.
- Publicise the services and activities available at the Community Hub and Children centres through leaflets and newsletters to ensure all agencies, children, young people, their families are well informed of the range of activities offered to improve access to services.
- Undertake appropriate evaluation and monitoring of all services ensuring user views are sought systematically and this is used to influence and shape future service delivery and continuous service improvement
- Record maintain and update appropriate records through the training team within the Community Hub to ensure that they meet all case and client recording procedures and are stored in compliance with data protection legislation.

- Ensure own and clients safety, therefore an awareness of basic health and safety and safeguarding is required and must be updated to maintain a high level of safety and welfare at all times

General

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility

The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.

The post holder must be flexible to ensure the operational needs of GDT and partnership organisations are met. This includes undertaking duties of a similar nature and responsibility as and when required.

GDT is committed to safeguarding and promoting the welfare of every child, vulnerable adult and service user and expects all staff and volunteers to share this commitment and participate in training as required. The post holder shall comply with measures that are introduced to ensure equality of opportunity and non-discrimination and will be expected to promote and follow all current Goodwin Development Trust policies and procedures.

It is GDT's policy that all staff, volunteers and trustees must undergo a Disclosure & Barring Service Check (DBS) check prior to recruitment and every 3 years thereafter.

The Health & Safety at Work Act (1974) and other legislation places responsibilities for Health & Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health and Welfare of him/herself and other employees in accordance with legislation and GDT specific Health & Safety policies and procedures. It is the responsibility of the individual to inform the Health & Safety Department and their line manager (In Strictest Confidence) of any health related issues which could affect their work duties and require measures to be implemented to ensure the postholder can carry out their duties safely.

Where the post holder is disabled every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If however, a certain task proves to be achievable then job redesign will be given full consideration.

It is the responsibility of the individual to inform the Health & Safety Department (In Strictest Confidence) of their medical history and any changes which could affect their work duties.

Dimensions

1. Responsibility for staff:

- Supports volunteers at the centre, as part of a team. Ensures own safety and is aware of all GDT Health & Safety policies and procedures

2. Responsibility for Customers/Clients:

- To keep the manager informed about information which may suggest a child is at risk in accordance with Child Protection Policies
- To promote positive outcomes for children, young people, in particular lone parents, carers and families

3. Responsibility for Budgets:

- None

4. Responsibility for Physical Resources:

- Equipment in one to one and group delivery rooms within the Children's Centres.
- Accuracy of management information which contributes to performance indicators.

Organisational Chart

Head of Development



YEI Co-ordinator



YEI Key Worker/IAG

PERSON SPECIFICATION

Technical Competencies (Experience and Knowledge)		Essential (E) or Desirable (D)
Relevant Experience		
T1	Experience of working with young people and in particular lone parents.	E
T2	Experience of assessing needs and providing emotional and practical support to young people and lone parents.	E
T3	Demonstrable track record of delivering and meeting targets	E
Qualifications		
T4	A relevant Level 3 or equivalent qualification in an appropriate field related to Youth and Community Work, Education, Health, Social Care Early Years.	E
T5	Commitment to further develop knowledge and skills relevant to the post through training and development opportunities.	E
T6	IAG Level 3	E
T7	Maths & English qualifications Level 2 or equivalent	E
T8	ICT qualification at Level 2 or equivalent	E
T9	Trained to level 1 or above in safeguarding children and vulnerable adults	D
T10	A relevant teaching qualification	D
Skills		
T11	Excellent written and oral communications skills	E
T12	Excellent ICT skills	E
T13	Ability to work as part of a team, supporting colleagues and managing conflict.	E
T14	Ability to stay calm when faced with confrontational and threatening situations.	E
T15	Ability to keep appropriate boundaries with young people and in particular lone parents.	E
T16	Ability to demonstrate sensitivity to people from diverse family and cultural backgrounds.	E
T17	Ability to maintain high levels of confidentiality.	E
T18	Ability to organise and prioritise work and to work independently.	E
T19	Ability to plan, record and evaluate through accurate recording and written reports.	E
T20	Ability to use a PC for word processing, data collection, email and interpreting information contained on IT systems.	E
T21	Experience of initial and diagnostic assessment for Maths and English	D
T22	Experience of successfully working to Matrix Quality Standards and Customer first.	D
T23	Knowledge and understand of training and employment pathways that lead to individual progression	D
T24	Ability to work flexibly and respond to change along with the ability to communicate in a sensitive manner to children and families	D
Knowledge		
T25	A working knowledge of young people's needs and barriers they face	E
T26	An awareness and up to date knowledge of good practice in Education in the context of current legislative frameworks.	E
T27	Understanding of safeguarding, adult and child protection and referral processes.	E
T28	A clear understanding of young people, children and their families in the local community, the challenges they face and the barriers to accessing services	E

	which may be faced by priority and excluded families, particularly young lone parents	
T29	Awareness of the Common Assessment Framework (CAF) and situations that indicate the need for a common assessment.	E
T30	Awareness of diversity issues.	E
T31	Awareness of data protection issues	E
T32	Knowledge and understanding of Children's Centres	D
T33	Knowledge of Ten Year Childcare Strategy	D
T34	Knowledge and implications of Accessibility Strategy	D
T35	Child protection issues and procedures.	D
T36	Interpersonal/communication skills	
T37	Developed interpersonal skills including communication, motivation, advocacy and negotiation skills.	E
T38	Effective communication and engagement including working with partnerships and agencies	E
T39	The ability to re-assure children, young people and families by communicating with them in an open and transparent manner.	E
T40	Thoroughly developed influencing and caring skills.	E
T41	Enthusiasm and commitment to promote the work of the Children's Centre.	E
T42	To form good working relationships within an integrated setting.	E
T43	Ability to stay calm under pressure.	E
T44	Good written skills and the ability to write clear, concise records on cases	E
T45	Able to motivate others	D
T46	Negotiating skills	D
T47	Non-judgemental	D
T48	Ability to respond appropriately.	D
T49	Professional telephone manner	D
T50	Good listener	D

DISCLOSURE OF CRIMINAL RECORD

T51	Declaration of full details of <u>everything</u> on candidate's criminal record	E
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Mandatory Training Relevant to the Role (Training will be provided)

Training	Essential	Desirable	N/A
Administration & Management of Medicines			
Breastfeeding Awareness (1 hour or 18 hour)			
Case Management Training (RBL)			
Conflict Management (Managing Aggression & Violence)	X		
Customer Services Training		X	
Data Protection and Information Sharing	X		
Domestic Violence Awareness			
Domestic Violence Routine Enquiry			
Drugs & Alcohol Awareness	X		
Equality & Diversity Awareness			
Estart Training			
Explore the Impact of Child Sexual Abuse			
Explore the Impact of Neglect			
Family Star Training			
Fire Safety Awareness / Fire Marshal Training	X		
First Aid at Work (3 days)			
First Aid at Work – Emergency (1 day)	X		
First Aid - Paediatric			
Food Hygiene Level 2	X		
Health & Safety Awareness	X		
Health & Safety at Work Level 2			
Health & Safety at Work Level 3			
Health & Safety COSHH			

Health & Safety IOSH Directing Safely			
Health & Safety IOSH Managing Safety			
Henry Training			
Induction to Care			
Infection Control			
Internal Verifier		X	
ITQ Level 1 (IT Qualification)	X		
ITQ Level 2 (IT Qualification)			
Manual Handling	X		
Moving and Handling (Danny's Dream)			
Medication Awareness			
Mental Capacity Act			
Mental Health First Aid		X	
Performance Review Training			
Reviewer Training			
Risk Assessment Training			
Safeguarding Adults	X		
Safeguarding Children Level 1	X		
Safeguarding Children Level 2			
Safeguarding Co-ordinator NSPCC			
Safer Recruiting			
Step Stools			
Supervision Training			
Systematic Practice			
Threshold Training			
Train the Trainer			
Working with Parents			

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the job description will be revised from time to time and GDT will consult with the post holder at the appropriate time.

Version No:		Version Effective Date:	
Name employee:			
Signature:		Date:	
HR Department:			
Signature:		Date:	