**Role Description**

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| **Title** | Key Worker– Boroughwide Support Service |
| **Reports to** | Team Manager |
| **Salary** | £22,169 (37hpw) per annum |
| **Contract** | Fixed term contract to 31 March 2027 with the option of extending for a further two years  The role is directly employed by TLC: Talk, Listen, Change and will work in partnership with other Alliance partners |
| **Hours** | 37 hours per week to be worked flexibly to meet the requirements of the service. This could include working extended hours / out of hours as required. |
| **Work base** | Stockport locations with regular travel required across the Borough; working from home and community venues may be required. |
| **Checks** | Enhanced DBS Check required and professional references covering at least the last two years |

**The Prevention Alliance (TPA)**

The Alliance is made up of the following five not for profit organisations who work together to deliver the Boroughwide Support Service in Stockport: Age UK Stockport, Jigsaw Support, Nacro, Stockport Homes and TLC: Talk Listen Change (TLC).

The Alliance mission is - Creating Change Together – through the strengths of people and communities.

The Boroughwide Support Service is commissioned by Stockport Council. The service will actively contribute to the delivery of the Council’s ONE Stockport vision, and the ONE Health and Care Plan focusing on early help and prevention with ambitions to improve mental health, target inequalities through neighbourhood working, working to become an Age-Friendly Borough, and supporting the people of Stockport to live their best lives by embedding prevention, reablement and a Home First ethos.

The Boroughwide service will provide the right level of support at the right time to adults aged 18 and over who have wide ranging needs who are Stockport residents. The key aims will be to prevent, reduce and delay the need for formal care and support by working across the system to:

* Enhance the quality of life for people with health, social and wellbeing needs
* Promote socioeconomic inclusion and support people to improve their life chances
* Reduce social isolation and promote community inclusion
* Reduce unplanned use of emergency services
* Ensure that the support provided builds resilience and sustainable outcomes for the individual and their families in the longer term

As the largest contract within the range of Prevention and Early Help Services the Boroughwide Support Service will support Stockport Council in the delivery of two main functions taking a strength-based, person-led approach:

**The Prevention Hub**

The Prevention Hub is a ‘front door’ into a range of prevention and early help services and works together with existing Council access points and online resources, particularly the Adult Social Care front door. As a central access point for a range of preventative services the Prevention Hub diverts people away from the Adult Social Care front door, ensuring they are given the right information, advice, and guidance at the point of contact and are linked into appropriate public and community services across Stockport.

**Short-term Support**

The Boroughwide Support Service works with people where there is an identified need for short-term support, of up to six months, to enable people to self-manage their health and wellbeing and to increase their independent living skills.

The service enables people to identify changes to their lifestyle to improve their health and wellbeing. The service works in partnership with other organisations to support people who experience challenges around mental health, substance misuse, homelessness or housing issues, financial issues, domestic abuse, physical health, long term conditions, disabilities, or high-risk behaviours, including offending, hoarding and self-neglect.

The service also focuses on the aspirations and wishes of the person in respect of employment, education, volunteering and the development of skills and experience to support them to increase their opportunities in the future and strengthen their ability to manage and navigate services in an increasing digitally world.

**MAIN PURPOSE OF THE POST**

The Key Worker is responsible for the delivery of strength-based, person-led support to enable people to find their own solutions and make positive changes to their lives. The role is flexible, and the Key Worker may be required to work across all aspects of the Boroughwide Support Service, including The Prevention Hub and Short-Term Support.

**Main tasks and responsibilities:**

The following details reflect the content of the post at the date prepared. The post holder will be expected to adopt a flexible approach to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the service and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time.

**The Key Worker will:**

* Provide information, advice, and support to people over the telephone, by email, virtual platforms such as zoom and through face-to-face contact in a range of venues including in the community and in people’s homes.
* Build trusting relationships and encourage people to articulate their circumstances, aspirations, and strengths
* Signpost or refer people to appropriate organisations and community offers, acting as a lead professional to co-ordinate interventions where required
* Encourage people to explore all aspects of their lives rather than focus solely on presenting issues, and enable them to identify changes to improve their health and wellbeing, utilising the Five Ways to Wellbeing principles
* Ensure the best outcomes for the person and service, providing appropriate support to each person within a framework of positive risk taking and established procedures
* Use motivational tools to help people achieve their aspirations
* Develop detailed assessments, personal plans, and risk assessments. Personal plans will reflect the persons culture, religion, or lifestyle, be outcome focused and reviewed at regular intervals
* Encourage and enable people to develop digital skills and promote the use of digital solutions
* Manage cases and contacts effectively, including the recording, processing and monitoring of actions in a timely manner; adhering to agreed Key Performance Indicators and quality standards to maximise customer satisfaction
* Work positively as a team member to deliver a high-quality service and key performance measures.
* Support and deliver a range of work programmes including outreach activities
* Act as a champion for the Alliance and its member organisations. Contribute to the effective promotion of the service through local networks, the development of case studies, promotion of service activities and regular provision of social media content
* Represent the service in external meetings as required
* Remain up to date with issues relevant to the work of health and social care and prevention, including the activities of their employer organisation and attend training events
* Manage and prioritise own workload in agreement with the Team Manager and work positively to ensure the effective delivery of the service
* Represent the service and Alliance partners positively
* Ensure that all work is undertaken in accordance with the aims and values of the agencies involved and in accordance with all relevant policies
* To carry out such other duties and training as the Alliance Management Team may reasonably require in relation to the post

**The Boroughwide Key Worker Person Specification**

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| ATTRIBUTES | ESSENTIAL | DESIRABLE | IDENTIFIED |
| EDUCATION  TRAINING  KNOWLEDGE | Good level of general education  Good standard of literacy and numeracy  Good level of IT competency, confident use of Microsoft packages, case management systems, web based and mobile technology  Knowledge of services, benefits, and opportunities for vulnerable people  Knowledge of GDPR / Data Protection | Educated to degree level or equivalent  Evidence of personal development | Application form and interview |
| RELEVANT  EXPERIENCE  (Paid or Voluntary) | Experience of working with people in health/housing support, and/or social care  Experience of enabling people with diverse circumstances to establish and maintain wellbeing and independent living  Experience of identifying and addressing safeguarding issues | Experience in the Not for Profit / Voluntary Sector  Experience of strength-based approaches | Application form and interview |
| SKILLS AND  ABILITIES | An understanding and commitment to delivering strength-based approaches  Ability to communicate effectively with people at all levels  Ability to build motivational working relationships with people, building on their strengths  Ability to problem solve, including seeking creative and imaginative solutions  Ability to work flexibly within a positive risk-taking service environment  Ability to prioritise own workload  Confident in the use of Microsoft packages and web-based tools/information  A working understanding of information and advice, signposting and person-led support  Ability to work in partnership with other organisations  Ability to travel independently and work peripatetically across all areas within Stockport  Ability to comply with any working practices as required by the Government / Commissioners |  | Application form and interview |
| PERSONAL  ATTRIBUTES  &  OTHER FACTORS | Self-motivated, enthusiastic with a “can do” attitude  Ability to work flexibly  Strong team player  Commitment to high service standards  Commitment to equality and diversity  Commitment to confidentiality |  | Application form and interview |