**TLC: Talk, Listen, Change**

**Role Profile**

**Job Title:** Key Worker- The Prevention Alliance (TPA)

**Salary:** Grade3 Point 20 - £27,784

**Contract:** 1-year fixed term contract.

The role is directly employed by TLC: Talk, Listen, Change and will work in partnership with other Alliance partners.

**Hours:** Full-time, 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.

**Location**: We value the importance of flexible working. Our services are a hybrid of virtual and in person delivery. Stockport location with regular travel required across the Borough. Working from home and within community venues may be required.

**Checks**: DBS Check required and professional references covering at least the last 2 years

**Accountability:** To Alliance Team Manager

**About The Prevention Alliance (TPA)**  
TPA is a partnership of five not-for-profit organisations working together to deliver Stockport Support Hub and Your Support. These organisations are:

* Age UK Stockport
* Jigsaw Support
* Nacro
* Skylight (Stockport Homes)
* Talk Listen Change (TLC)

The mission is: Creating Change Together – harnessing the strengths of people and communities.

Commissioned by Stockport Council, TPA plays a key role in delivering early help and prevention services as part of the ONE Stockport vision.

**About the Services**

**Stockport Support Hub**  
A central access point for prevention and early help services, the Hub connects people with the right information, advice, and community resources at the right time. Working alongside Council services, it ensures individuals receive tailored support through existing public and voluntary sector organisations.

**Your Support**  
Your Support provides up to six months of short-term, person-led support to help individuals improve their health, wellbeing, and independent living skills. By working in partnership with other agencies, we assist people facing challenges such as mental health concerns, substance misuse, housing difficulties, financial struggles, and more.

The focus is on empowerment, enabling individuals to develop skills, build confidence, and work towards their aspirations in areas such as employment, education, volunteering, and digital inclusion.

**Main purpose of the role**

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 Prevention Alliance, including The Prevention Hub and Short-Term Support.

**Main tasks and responsibilities:**

The following details reflect the content of the post on the date prepared. The postholder will be expected to adopt a flexible approach to the duties which may have to be varied, after discussion with the postholder, 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

**Person Specification**

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| ATTRIBUTES | ESSENTIAL | DESIRABLE |
| 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 |
| 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 |
| 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 |  |
| 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 |  |