

Job Description	
Position	Work Well Trafford Key Worker
Line Manager	Community Hub Lead
Hours per week	24 hrs p/w, flexible hours.
Rate of Pay	£17,521.92 (£29,203.20 FTE)

Vision of Altrincham Baptist Church

The strategic vision of Altrincham Baptist Church is to ‘Be a Disciple, Make Disciples, Reveal the Kingdom of God’. We believe that all people are made in the image of God and are loved by God equally.

We lead the Altrincham Community Hub, one of six Community Hubs in the Borough of Trafford. Each Hub is led by a voluntary sector organisation working in partnership with the local Council offering care and support to local residents.

Purpose of job

Work Well Trafford is a Trafford-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 key 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.

Main duties

- Generate new referrals by promoting the program and building relationships with community 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 hubs team, and as part of the Trafford Work Well network.
- Ensure that all databases and information held complies with GDPR, Confidentiality and compliance regulations.
- Ensuring that any risk assessments are complied with.
- Keeping accurate time sheets daily.
- To ensure that all duties are undertaken effectively and efficiently, in accordance with the required standards of service and care, with relevant Health & Safety legislation and in line with the values and ethos of the organisation.
- To uphold and promote the vision and values of Altrincham Baptist Church.
- To undertake training as required.
- The role may involve working with vulnerable adults, and the responsibilities to safeguarding that this involves.

Person Specification

The role of Work Well Trafford Key Worker demands the following blend of skills, experience, knowledge and behaviours and will be assessed by interview/assessment as deemed necessary.

Essential	Desirable
Knowledge, Skills and Abilities	
<p>Have excellent communication skills:</p> <ul style="list-style-type: none"> • Actively listens and responds politely and clearly; • Presents written information in a clear, structured, and concise manner; • Speaks with clarity, effective structure, volume, pace, and tone. <p>Works well with colleagues inside and outside the team; respecting, compromising, supporting, and valuing the views of others.</p> <p>A desire to learn, improve themselves and be challenged.</p> <p>Have excellent customer service skills.</p> <p>Has a professional approach and attitude.</p> <p>Is committed to providing excellent service.</p> <p>Recognises the importance of high standards of customer service.</p>	<p>Previous employment within administration would be an advantage.</p> <p>Engages and interacts well with Service users.</p> <p>Good computer skills.</p> <p>Ability to communicate with a Multi-disciplinary team (members from various health & social care professions).</p> <p>Knowledge of the UK benefits systems, processes and requirements.</p> <p>A general understanding of health conditions and their impact in the workplace.</p>

Qualifications/ Attainments	
Evidence of continuous professional development’.	Recognised qualification in Administration or Business Support. Degree level qualification OR equivalent professional experience.
Experience	
Experience providing pastoral care in any setting.	Experience with customer service. Relevant experience in creating, overseeing and managing databases. Own personal lived experience of employment being affected by your health.
Personal Qualities	
Friendly and honest. Enjoy working in a busy environment and with others. Self-motivation and pride in doing a good job.	Flexibility on working hours and able to work days, evenings and weekends. A willingness to go ‘above and beyond’ to ensure clients have the support they need.
Other	
An enhanced DBS (formerly CRB) check may be required. A willingness to work within the values of the organisation. A willingness to undertake First Aid training and other CPD training opportunities.	Training and understanding of health, safety, and safeguarding of children and vulnerable adults.

12th December 2024