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**Key Worker / in-house Social Worker**

Responsible for: Assist Trust Members

Responsible to: Assist Trust Operations Managers, Head of Services and CEO

**WORKING WITH THE MEMBERS**

* To get to know all members thoroughly at Assist, allowing relationships to develop gradually and naturally as trust levels build, while maintaining absolutely clear professional boundaries at all times.
* To take advantage of all possible opportunities at Assist to allow members to discuss their own lives and their wishes and concerns as naturally as possible, to help you build up a good understanding of their lives and backgrounds. To remain good humoured and approachable at all times in order to facilitate such interactions.
* To share your own experiences in order to facilitate good levels of trust when it is appropriate to do so, making sure that topics of discussion are appropriate and do not cross professional lines.
* To provide strengths based support for all members attending Assist, helping them to have the best possible chance of success in the real world and helping them to understand and manage real world expectations.
* To maintain very clear professional boundaries at all times, while providing appropriate support in natural and respectful ways. To actively discourage any form of dependence or overfamiliarity exhibited by any of the members towards you and to maintain an awareness of how these feelings or emotions might develop.

**KEYWORKING**

* To keywork a number of individuals attending Assist, providing a point of contact and ensuring continuity of support. To carry out assessments / outcome measuring processes on a regular basis and to attend external reviews annually or whenever necessary (see details below).
* To regularly liaise with parents, carers, Social Workers and other professionals, individuals and organisations in order to provide appropriate support for individuals attending.
* To maintain appropriate levels of engagement and involvement with the individual and with their family / carers, in order to carry out all aspects of the keywork role, guarding against over involvement or over dependence between any parties.
* To actively discourage dependency between any parties – particularly between the keyworker and the member - flagging up any issues of concern with managers early on, in order to resolve matters and avoid potential problems in the future.
* To remember that keyworker groups have to be changed on a regular basis for many reasons, so ensuring that all information and ongoing issues can be picked up by other workers who may not have a working knowledge of that individual’s circumstances at any one time.
* To take responsibility to support members who are not on their keywork list when asked by the management team, sometimes at short notice.
* **Safeguarding**: To inform the management team of any safeguarding concerns which may arise with the members. To work with the management team to report or resolve any safeguarding concerns.
* **Assist Trust Outcome Planning (see additional duties below, under “Social Work role”):**
  + To co-produce Assist Trust Outcome plans with members you are keyworking every 6 months, or when required, with their own views paramount, ensuring that all points are communicated articulately, legibly and in plain English – with the member’s input clearly shown.
  + To update Outcome plans in the appropriate section in the document regularly, in discussion with the individual and with reference to identified eligible goals, with input from others within their circle of support and from the Social Worker involved.
* **Service Reviews:**
  + To represent the individual member you keywork for at external Social Service reviews, helping them to put across the points covered in the co-produced Outcome plan and ensuring that support plans and plans for future developments are clearly explained to all attending. To support the individual in this process sensitively, helping them to put their own thoughts across and responding to matters that arise around the table positively and professionally.
* **Person Centred planning (if appropriate and as instructed by managers):**
  + To carry out person centred planning with each individual you keywork to establish all wishes, desires and goals that the individual has.
  + Identifying clearly which of these goals can be classed as eligible in terms of funding from Norfolk County Council Social Services. (Note: Goals that are not eligible for NCC funding are still valid, but would need to be funded by the individual. All goals should be listed).
  + To carry out this process using the most appropriate method for each particular individual, to ensure it is accessible and meaningful for them.
  + To involve others in this process as appropriate to each individual, as long as the individual is happy to include people from their own circle of support.

**SOCIAL WORKER ROLE**

To carry out the following tasks under close direction and guidance from managers:

***Note****: Regular communication with managers will be required to ensure that all these functions are performed within the time available, to appropriate deadlines and are prioritised strictly according to the needs of the members and the organisation at the time, as discussed and agreed.*

* **Member’s Champion:**
  + To support the Member’s Committee at Assist in order to ensure their views and the views of the whole membership are genuinely and appropriately heard and represented.
  + To constantly review and improve ways that the Member’s Committee can work effectively, meaningfully and inclusively for all concerned.
  + To help representatives of the Member’s Committee to regularly convey their views and ideas to all appropriate parties, including the other members at Assist, the staff and managers, the board of Trustees and the local Norfolk County Council (NCC) Partnership board.
* **Member’s Outcome Plans:**
  + To oversee the member’s outcome planning process at Assist, supporting the management team in order to maintain high standards and to ensure that all Keyworkers keep them valid and up to date.
  + To constantly review and improve the design and content of the member’s outcome plans, so that they remain meaningful and applicable to the goals and ambitions of each individual, allowing for genuine co-production between the individual and their Keyworker at Assist.
  + To regularly confer and consult with other Social Worker practitioners and appropriate professional bodies, to ensure that the content of Assist Trust outcome plans relate closely to the identified unmet needs of each member attending, with appropriate reference to the 2014 Care Act.
  + To help develop outcome measuring and monitoring systems that can be applied fairly and proportionally to all member’s progress at Assist.
  + To help develop and increase the scope of outcome planning and measuring at Assist to allow the potential introduction of more comprehensive systems in the future, including the possible adoption of Individual Service Funds for members attending.
* **Safeguarding Lead:**
  + To advise the management team to ensure legal compliance is maintained in all safeguarding matters.
  + To constantly review and update all safeguarding policy and procedure at Assist, to support a strongly preventative approach in all such matters.
  + To support the management team during and after safeguarding incidents, advising throughout any subsequent case conferences that might take place.
* **Keyworker Guidance and Support:**
  + To provide guidance on best practice and on outcome planning in particular, for all Keyworkers at Assist, in close consultation with managers.
  + To conduct training and consultation sessions with Keyworkers at Assist, to help them maintain high standards in their work, to help them adopt new practices or new paperwork and to maintain appropriate levels of contact and involvement with the families of the members at Assist.
* **Assist Trust Policy Review:**
  + To help Assist Trust managers develop and improve policies and procedures so that the Trust maintains compliance in all required standards.
  + To support Assist Trust managers in developing and improving areas of good practice, that help members at Assist build confidence levels and gradually become more independent in their lives.
* **Networking:**
  + To develop appropriate links with NCC Social workers, NCC managers and all associated care professionals, in order to develop Assist Trust services effectively and in accordance with current standards of good practice.
  + To represent the Assist Trust at appropriate events and venues, in order to promote the good work of the Trust, while seeking out information and ideas that might improve and develop services into the future.
* To carry out any other Social Worker related duties that may be reasonably requested by managers at Assist.

**GROUPS AND ACTIVITIES**

* To lead, co-lead or support other staff to carry out activities and groups at Assist according to timetable requirements, ensuring that aims and objectives are maintained while all members are helped to meaningfully take part. To encourage quieter members to speak up and partake in activities and to discreetly manage more dominant individuals who might take time and attention from others.
* To develop activities according to the needs of the individuals attending and in line with Assist Trust policies.
* To advocate on behalf of the individual members at appropriate times while helping them to speak up and make choices as much as they can for themselves.
* To maintain a good awareness of areas of concern, risk or medical need of the members that you work with in order to avoid problems or issues developing where possible and to allow you to react appropriately if they do.
* To ensure that you have a clear understanding of the ways that risks are managed in any particular group, ensuring that mitigating actions are carried out accordingly.
* To be prepared to cover any group at Assist, occasionally at short notice, ensuring that all risks are managed, that activities are engaging, interesting and inclusive and that the aims and objectives are maintained to the very best of your abilities. To read all relevant group notes on these occasions and to consult with other staff members in order to uphold these expectations.
* To ensure that all groups and activities at Assist reflect real world expectations in all areas, including punctuality, appropriate behaviour, mutual respect when working with others, following reasonable instructions, etc. To be prepared to demonstrate clear boundaries in all these areas and to reinforce messages and consequences of actions when appropriate – in respectful and proportional ways, in partnership with managers and other Assist Trust staff.
* To constantly explore ways to help individuals build on their strengths and gradually steer away from any negative or damaging behaviours being exhibited, praising and reinforcing positive patterns of behaviour as strategies take effect. To regularly revisit these strategies as the individual is supported to maintain progress.
* To write clear, concise, factual and non-judgemental progress notes for members that you work with on a regular basis in order to highlight progress made, track developments and to monitor any areas of concern.
* To complete all necessary paperwork for groups in a timely manner and where possible with the members input, to include risk assessments, group plans, weekly plans and any other relevant paperwork.

**RECORDS, POLICIES, COMMUNICATION AND GENERAL**

* To maintain records as and when required according to the policies of Assist Trust and with reference to General Data Protection Regulations and the rights of the individual.
* To read through and gain a thorough understanding of all Assist Trust policies and to follow all procedures and guidelines detailed in these accordingly.
* To work with managers and other staff members at Assist in respectful, co-operative and professional ways in all situations.
* To maintain a person-centred, respectful and supportive approach while engaged in any work connected with Assist Trust.
* To attend team meetings and other forums as required and to contribute to the topic in question if appropriate concisely and professionally.
* To engage in training days organised in-house and with other development programmes in line with the requirements of the role.
* To attend occasional evening and out of hours events as required and as dictated by the needs of the members attending.
* To uphold the good name of Assist Trust at all times and to promote the interests of the members attending at any opportunity.
* To maintain a good awareness of Health and Safety at all times.
* To work flexibly according to the needs of the organisation. This may involve some work out of normal contracted hours, but these periods will be accounted for according to the Assist Trust “Core Hours and Time of in Lieu” policy.
* To drive Assist Trust vehicles when required by the organisation, provided you possess a clean driving license that covers appropriate categories and that you have engaged in appropriate training and assessment.
* Any other duties as necessary, commensurate with the role.

**Keyworker / Social Worker – Person Specifications**

* Social Worker based qualification E
* Experience of working with people with learning difficulties D
* Excellent Communication Skills E
* Approachable and respectful E
* Friendly , Confident and Positive E
* Able to think creatively E
* Enthusiastic E
* A team player E
* Able to use own initiative E
* Efficient and able to prioritise workload E
* Flexible, able to work outside office hours occasionally E
* Open and honest E
* Have a good work ethic E
* Open to training needs E
* Good networking skills E
* Able to work in a progressive and empowering way E
* Up to date knowledge of employment and benefit issues D
* Good knowledge of Norwich and Norfolk E
* Ability to assess and manage risk effectively E
* Able to drive and holding a clean driving license D