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**Keyworker Job Description**

**Responsible to: Chief Executive and Operations Managers**

**Responsible for: Assist Trust Clients (Members)**

**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:**
	+ 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.

**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.

**WORKING IN AN ASSIST TRUST TEAM (EMPLOYMENT, TRAVEL TRAINING, HOUSING, HEALTH&SAFETY, COMMUNICATION, OTHER)**

* To contribute to the aims and objectives of the team in question, if you have been asked to take part in this activity, ensuring that these are carefully balanced with the demands of your primary role.
* To attend meetings for this team and to take a reasonable share of the tasks being assigned, carrying out actions agreed either after 3.30pm in the usual working day, during set-aside office hours if appropriate or during other reasonable times as discussed and agreed with managers and / or team leaders.
* To communicate effectively with other members of the team and with other staff and managers as appropriate, in regards to the activities and aims of the team in question.
* To carry out tasks and duties assigned to you under the team heading by team leaders and / or Operational Managers, to a high professional level and in a timely manner.
* To raise any areas of concern or suggestions for improvements for the team you are working in with team leaders and / or Operational Managers before issues arise or before problems develop further.

**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 Person Specification**

* Good standard of education E
* Care related qualification (NVQ level 3 equivalent or above) D
* Experience of working with people with learning disabilities, or other service users E
* Excellent communication skills generally E
* Excellent writing skills and good level of IT confidence E
* Able to work as part of a team E
* Friendly and confident E
* Approachable and conscientious E
* Able to deal with difficult or challenging situations professionally and calmly E
* Imaginative, flexible and able to find creative solutions E
* Able to use own initiative E
* Able to work to tight deadlines and to manage workloads effectively E
* Able to advocate for individuals respectfully and appropriately E
* Able to manage professional boundaries at all times E
* Willing to engage in ongoing training programme E
* First Aid trained D
* Awareness of strengths based approach to working with

 people with learning disabilities D

* Clean driving license D