



Keyworker Job Description

Responsible to: Chief Executive and Operations Managers

Responsible for: Assist Trust Clients (Members)

WORKING WITH ALL ASSIST TRUST MEMBERS

- To treat all members at Assist as fellow adults
- To interact with all members at Assist as you would with anyone else in society – respectfully, politely and with kindness
- To maintain the same level of expectation with the members at Assist as you would any other member of society – politely encouraging mutual respect and basic courtesy from everyone
- To allow trust to build steadily by being kind, respectful, professional and consistent in your approach and by treating people as adults at all times
- To maintain very clear professional boundaries at all times – even when showing a friendly and relaxed persona to those you are working with
- To maintain an approachable and relaxed attitude when working with the members – while always remaining aware of the potential dangers in any given situation (who might abscond, who might provoke another person who is in the same vicinity, who might have a seizure, who has physical impairments that will affect their stability, etc.)
- To only take more direct or involved approaches once good levels of trust have developed over time and only with guidance from managers
- To ask managers about absolutely anything you are not sure about in regards to working with the members – but especially when it concerns inappropriate comments or advances, aggressive or unexpected behaviours, or anything that feels inappropriate in a workplace

KEYWORKING

- **To provide a point of contact for the individuals on your keyword list** (note: keyword lists will change from time to time so, occasionally, Keyworkers may need to pick up on all the following information at short notice)
- **To maintain a good awareness of key factors in the lives of the individuals on your keyword list, such as:**
 - Their likes and dislikes
 - Their hobbies and pastimes
 - Their friendships and relationships
 - Family / circle of support circumstances
 - Home life
 - Goals that are important to that individual
 - Care plan outcomes and requirements
 - Their journey so far
 - Medical needs and other things staff need to be aware of
 - Any changes in circumstances that might affect any of the above
- **To support and advocate for the individuals on your keyword list, by:**
 - Maintaining a good awareness of their plans for the future
 - Maintaining a good awareness of issues of concern (including ongoing strategies in place to support someone positively)
 - Co-producing Outcome Plans when required (see below)
 - Gathering information on a regular basis and as required, via progress note entries and in discussion with colleagues, managers and others
 - Communicating regularly and positively with all parties involved in the life of the person in order to support their progress - as long as the individual has given consent for you to do so
 - Attending review meetings or sending review information to Social Workers and appropriate parties, with the consent of the individual, as required
 - Responding to changes in circumstances promptly and appropriately – informing others and updating records and risk assessments as required
- **To ensure that the following information in the member's electronic files is always up to date and accurate:**
 - All front sheet information
 - Communication profiles
 - Individual risk assessments (if applicable)
 - Care plans / Behaviour Support Plans / etc.
 - Incident and Accident information
 - Progress notes form information – including changes in Assist Trust outcomes
- **To co-produce Assist Trust Outcome Plans with the individuals on your keyword list, every timetable - ensuring that the following information is presented concisely, professionally and positively:**
 - Title page information, including NCC care plan information that is relevant to Assist Trust services, plus Assist Trust agreed outcomes
 - Updates relating to Assist Trust services only
 - Current timetable information – including outcomes to be covered
 - Identified outcomes going forward

- Relevant progress note examples and appropriate photos
 - Comments from the member
 - Comments from parents and carers
- **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.
- **Safeguarding:** To work closely with Assist Trust managers regarding any safeguarding matters affecting the individuals on your keywork list, in order to resolve issues and to move forward positively

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 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.
- Progress notes:
 - Progress notes must be filled in for each person for each session that takes place at Assist. Staff members should share this task equally with other colleagues if more than one person is running the group.
 - Progress notes must be concise, factual and non-judgemental and should relate to the individual's specific outcomes.
- 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 write progress notes for all members that attend
- 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.

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

- 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.

Keyworker Person Specification

- Good standard of education E
- Care related qualification (NVQ level 2 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
- Able to manage some physically more demanding activities such as sport, gardening, dance etc. E
- Flexible . Willing and able to cover timetabled groups at short notice E
- Able to use own initiative and adapt to groups outside of skill set 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 and experience with driving a minibus D