



## Places for People – Places Impact

### JOB PROFILE

**Job Title: Building Better Opportunities Keyworker**

**Location: Preston (Lancashire coverage)**

**Salary: £26,000 (full-time working 36.25 hours per week) + essential car user allowance + benefits**

**Fixed term contract to 31<sup>st</sup> December 2022 – subject to funding**

**The Invest In Youth project and Age of Opportunity projects are funded by the European Social Fund and The National Lottery Community Fund.**

**Report To: Building Better Opportunities Team  
Leader**

**Date: January 2022**

## **A. Job Purpose**

As part of the Building Better Opportunities project you will work closely with people aged 50+ and/or 15-24 year old NEETs to provide support in moving individuals closer to employment by addressing barriers to training and volunteering. The journey will promote social inclusion whilst combatting poverty for the individuals.

Places for People working in partnership with a range of providers will target customers in two age categories to offer interventions to enable 'vulnerable' individuals to gain independence and where appropriate move into learning, training and/or employment. The offer will also include financial and budgeting support as well as promoting personal well-being and development. Additionally, you will provide outreach activities and access to locally provided services. This may include addressing issues related to; health, language, transport, childcare and basic skills.

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The roles main objectives are:

- To engage with customers countywide across all areas in Lancashire to increase employability and economic activity by raising awareness and take up of local employment and training support provision.
- To provide support to remove barriers to employment due to health-related issues (particularly mental health).
- To provide outreach activities and access to locally provided services. This may include addressing issues related to, for example, health, language, transport, childcare and basic skills.
- To monitor individual customer journey to enable a full evaluation of the outputs achieved.
- Accessing the services provided within the partnership from specialist providers.

## **B. Key Accountabilities**

Assist in the assessing of need to provide differentiated, appropriate and impartial support to Places for People customers and residents living in our neighbourhoods within the relevant age parameters. Areas of support could include:

- Welfare and benefit advice
- Money management and budgeting
- Personal well-being
- Employability support (including volunteering and learning)

Actively promote the services available through specialist partners across the region.

Assist in the tracking, monitoring, recording, reviewing and reporting on the progress of beneficiaries to support the customer journey and to provide appropriate management information to track provision effectiveness and impact.

Attend and represent the Group at external events and meetings as required.

Assist in designing, developing and implementing new and innovative initiatives to meet the identified needs of customers.

Communicate effectively with other team members, customers and partners.

Actively always promote the Places for People Equality and Diversity Policy and that of the partnership.

Any other duties as deemed necessary for the position.

### **C. Dimensions**

Deliver targeted support to meet the outputs of the project across the Lancashire area working alongside internal colleagues and external partners.

The post holder must be flexible and responsive to change to meet delivery requirements and changes in priorities.

### **D. Additional Information**

#### **i) Context/Environment**

The post holder will report to the Building Better Opportunities Team Leader and work across the Lancashire region.

The post holder will work with staff within Affordable and Supported Housing and the wider Group in addition to a wide range of external partners.

Remain up-to-date with trends and key developments of Troubled Families, Poverty and Welfare Reform and Transforming Justice/Rehabilitation.

#### **ii) Problem Solving/Decision Making**

The post holder will make decisions around the level of support and suitability of customers to best enable them to make appropriate choices.

Ensure best use of the limited resources to achieve maximum impact.

Ensure that good practice locally, nationally and within the partnership is shared with all relevant practitioners across the partnership.

**iii) Skills/Knowledge/Experience**

The post holder must have:

- Experience of working with 'hard to reach' client groups
- An ability to raise aspirations and motivate the client group
- Understanding the barriers faced by financially, digitally and socially excluded communities and neighbourhoods
- Experience and understanding of the voluntary sector in improving life chances
- Experience of outreach/support work to vulnerable people
- Effective case management skills and delivering and documenting the customer journey
- Good communication skills, oral and written
- Good negotiation skills
- Effective time management
- Good planning and organizational skills
- An ability to prioritise workload to meet deadlines and targets
- An ability to meet the transport needs of the post across the geographical region of the post
- Competent IT skills
- A full driving licence and access to a vehicle for work

**iv) Working Relationships**

The post holder will have the ability to work as part of a team but also need to have the initiative to work independently.

To work closely with colleagues to ensure sufficient and appropriate referrals are made.

The post holder must develop and sustain good working relationships with key partners including local colleges, funding bodies, local authority departments, support agencies (i.e. substance misuse, etc.), internal colleagues.

**Line Manager:**

**Employee:**