

Job Title:	Building Bridges Keyworker
Location:	Swindon
Salary banding:	£19,000 - £22,000
Contract type:	Full time Fixed term contract until August 2019
Responsible to:	Swindon and Wiltshire Area Coordinator

Main Purpose of Job:

Building Bridges is part of the national Building Better Opportunities programme which is funded by Big Lottery and European Social Fund and aims to help people who are unemployed and economically inactive to overcome their barriers to participation in work, training and education. Community First are the Lead Partner.

You will be part of a team that includes injured military veterans who are inspiring people to make positive change in their lives.

As a Keyworker, you will deliver 1:1 support to engage with participants who have multiple barriers and/or are disadvantaged in the labour market. You will assess needs and develop individually tailored support packages to enable participants to become more socially included and enter training, education and /or employment. The Keyworker will use the Community First Management Information System on a daily basis to record participant journeys and progression.

You will manage a personal caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.

Key relationships:

Internal	External
<ul style="list-style-type: none"> • Swindon and Wiltshire Area Coordinator • Building Bridges Support Keyworker • Active Plus Office Manager • Active Plus Senior Management Team 	<ul style="list-style-type: none"> • Project Participants • Community First and all other Community First delivery partners • Referral organisations e.g. Jobcentres, NHS, Housing Associations, Voluntary and Community sector organisations • Partners, training companies, employers and organisations who can help participants to overcome barriers and progress to work

Main Duties and Responsibilities:

- Manage a personal caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.
- Respond to referrals, ensuring that the person is eligible for the contract and assist with the identification and recruitment of long term unemployed and economically inactive participants.
- Through assessment and discussion, establish effective SMART action plans and optimum progression routes for participants.
- Regularly review participant progress using distance travelled measures and ensure action plans are reviewed and developed to support customers through to sustained employment.
- Use a variety of engagement strategies working with local organisations to meet the project's engagement targets across all participant target groups, ensuring equality of access for all.
- Work to the standards and procedures set out within the Quality Manual ensuring compliance at all times, including deadlines for when programme evidence needs to be presented to the central administration team.
- Ensure the Community First Management Information system is kept up to date, recording accurate data on participants' demographics and activities
- Develop and maintain good relations with local external stakeholders and other contacts.
- Ensure all financial, administrative and compliance processes are adhered to at all times, seeking advice and support from the Swindon and Wiltshire Area Coordinator as appropriate
- Ensure that data protection guidelines are followed at all times
- Other duties in relation to the Project as required

Person specification

Skills, knowledge and experience		
Essential	Desirable	How identified
Experience of managing a caseload of participants	IAG, coaching, teaching or training qualification.	CV Personal statement Interview
Experience of working on a 1-2-1 basis with people, helping them to identify and achieve goals	Experience of working with to work to SMART objectives and achieving targets and outcomes	CV Personal statement Interview
Knowledge of the local labour market and current opportunities available for employment and training.	Track record of working with partner organisations	CV Personal statement Interview
Ability to communicate with a wide range of audiences.		Personal statement Interview
Sound knowledge of the Microsoft Office suite.	ECDL qualification or similar.	CV
Experience of working with communities as a way to support participants to achieve their goals.	Previous experience of working on a back to work or similar project	CV Personal statement Interview
A knowledge and understanding of the challenges faced by wounded, injured or sick military veterans.	Experience of the armed forces or of working with organisations who support the armed forces.	CV Personal statement Interview
Experience of working to strict deadlines whilst ensuring that all work is effective and compliant.	Experience of European Social Fund or grant funded delivery	CV Personal statement
Current clean driving licence and access to a vehicle for business use		

This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service check (DBS).