**Job Description**

**Job Title:** Key Worker

**Main Purpose of Job:** To develop and prepare service users to become independent in all aspects of the lives.

**Reports to:** The Key Worker will report to the Service Manager(s) and/or Managing Director(s)

**Responsible for:** The safety and wellness of service users and the environment in which they reside in, as well as the direct monitoring of service user’s development including the completion of monthly reports and liaising with young persons Social Worker and associated external teams.

**Job Purpose:**

TLC provides semi-independent supported accommodation for care leavers and young adults 16+. We provide personalised outcome-based support to enable individuals with enhanced care and support needs to live safely, happily and independently.

Young people we support are at the heart of everything we do. Your role will involve supporting young people to live their lives to their maximum potential in a way that they want to. This will be a varied and diverse role that will involve supporting young people with a broad variety of daily activities, independent living skills and routines important to their respective wellbeing.

We are looking for individuals who can make a real difference to the young people we support. Some of the young people we support will at times display complex or difficult to understand behaviours that will require a degree of understanding to determine how best to respond. We will provide you with a comprehensive induction, training and support to build the right skills and experience to feel equipped to respond positively in these situations.

Our aim is to understand young people’s different viewpoints of the world around them and mold our approach to their needs. You will have the benefit of seeing the progress young people make when supported in the right way, in the right home environment.

**Responsibilities and Duties**

* To advise the Manager (or Directors in absence of the Manager) of any significant risk to an individual as soon as reasonably practical.
* Safeguarding and promoting the welfare of children and young people/vulnerable adults.
* Will act on own initiative for day to day issues but must inform Manager (or Directors) of any matter s/he considers serious.
* To maintain regular communication with work colleagues to ensure a smooth hand-over at the start and end of a shift.
* To meet other members of the staff team regularly to exchange information and give support.
* To meet Manager for regular supervision sessions, as agreed.
* In the event of a serious incident or accident, to contact appropriate outside agency, such as GP, hospital, fire brigade or police, as well as Manager (or Directors)
* Ensuring all medical appointments are booked and the young person is supported by staff to attend them.
* To arrange contact for the young person with all those who are involved in their life, and to advocate for the young person if contact arrangements are not being adhered to.
* To maintain a positive relationship with the young person by having 1:1 time with them, listening to their views/choices etc. 1:1 time is usually allocated to Key-Workers for specific pieces of work that the young person may need support with e.g. self-esteem. The Key Worker is responsible for finding resources for these sessions.
* Support the young person with any transitions or significant events in their lives. For example, there may be some significant dates for a young person that the Key Worker should ensure are considered by the team, such as the anniversary of family bereavement, or the date they were taken into care.
* The Key Worker should have a clear understanding how to communicate effectively with the young person and be able to share these skills with other staff members to ensure the young person is listened to.
* Ensure that consideration is given to the allocation of a member of staff to the young person if the Key Worker is on annual leave.
* Support the young people to enjoy, strive and achieve in everything they do.

**Administration**

* To complete all records required.
* To carry out written risk assessments in line with TLC guidelines with individuals for specific situations.
* To write and submit an accident report in line with TLC guidelines. To submit to the Manager within 24 hours of any incident/accident involving an individual.
* To write a written report for the young person’s monthly reviews.
* Maintaining the young person’s “Folders” by making sure information is correct and up to date. This may also include pursuing the local authority (LA) for any outstanding paperwork such as the LA Placement Plan.
* Maintaining contact with the young person’s family (Taking into consideration any guidance or restrictions in the placing authority care or placement plans), social workers, advocates and other key stakeholders. The Key Worker is responsible for ensuring these people have regular updates regarding the welfare of the young person, any achievements etc.
* All targets set in the placement plan should be monitored by the Key Worker, so that progress is identified, as well as any areas that may need to be further developed.
* To prepare and present in young person’s reviews, which give the team the opportunity to discuss the progress of the young person and agree to any action that may be required.
* 1:1 work – This will be a central recording responsibility of the Key Worker which can support the development of healthy and positive relationships with the young person. There should be an outline of 1:1 work that needs to be completed, taking into consideration the targets identified in the placement plan.
* Completion of Weekly reports for the young person.

**Generally**

* Support the young person to learn house expectations and routines as soon as possible, so they feel included and understand the culture of the house. The young person should be shown their development plan and encouraged to share any ideas they may wish to contribute.
* Encourage the young person to take pride in themselves (appearance, personal hygiene etc.) in order to build self-esteem and demonstrate to the young person that you care about them.
* Be a role model to the young person. Show them how to conduct themselves in public, role play how they can keep themselves safe. Be creative so that the young people are more likely to engage in these life skills to prepare them for a successful future.
* Positive reinforcement is a useful strategy for building self-esteem, reducing challenging behaviour and recognising the achievements of young people, in relation to their starting points.
* A flexible approach to working patterns and duties, as responsibilities will vary.
* To undertake learning opportunities relevant to the job.
* To travel between the property and other locations, such as outside agencies (YOT, CAMH’s, Connexions).
* Carry out basic administration at home (for example making telephone calls related to work – the cost of these calls will be reimbursed by TLC).
* To maintain the confidentiality of all information concerning individuals.
* To have a duty to adhere to TLC health and safety policies, standards and guidelines at all times.
* To undertake any such other duties as are required and are appropriate to the job when time permits.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, understand the obligations of the role and agree to conduct the role in line with the requirements stated within this job description.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_/\_\_\_\_\_\_\_/\_\_\_\_\_\_\_