



<b>Job Title:</b>	<b>Work Well Trafford Key Worker – North Trafford</b>
<b>Reports to:</b>	Work Well Project Coordinator
<b>Hours of work:</b>	37.5 hours per week (5 days)
<b>Place of work:</b>	Thursday - St John's Centre, St John's Road M16 7GX Tuesday – Stretford Public Hall, Chester Road M32 0LG Other days – either venue or remote working (to be agreed)
<b>Contract:</b>	Ends 31 <sup>st</sup> March 2025
<b>Salary:</b>	£27,500 PA plus pension, NI etc.

### **St John's Centre**

St John's Centre's mission is to help local people to reach their potential through education, recreation and practical support, and to nurture good relationships within our diverse and vibrant community.

We do this by providing adult learning courses, volunteering opportunities, wellbeing activities, services and events to bring together our community. Our Community Hub provides help with food, energy costs and household items, and signposting to other sources of support.

### **Work Well Trafford**

Work Well Trafford is a Trafford-wide project designed to support people at risk of unemployment, or recently unemployed, for health-related reasons. This is a new and innovative approach for tackling health-related barriers to employment, and the Key Worker will play a crucial part in providing local, accessible, holistic support.

The Key Worker will work as a part of a group of workers across the borough, based in the six Trafford community hubs.

The Key Worker will be employed by St John's Centre and will cover the North Trafford area; they will spend time both at St John's Centre and Stretford Public Hall. Within both venues they will operate as part of the local team, identifying, registering and supporting a caseload of service users. They will deliver tailored one-to-one support, helping to address barriers to employment and creating a realistic 'back to work' or 'stay in work' plan with the individuals.

### **Main duties:**

- Collate information about local referral organisations and pathways, and share this with the Work Well network.



- Generate new referrals by promoting the Work Well Trafford programme, working with local Hub staff, and building relationships with community partners.
- Take enquiries via telephone, email and in person, ensuring a high level of customer service and care at all times.
- Build trusting relationships with participants to develop personalised support and identify barriers to employment and any potential solutions.
- Create a 'stay in work' or 'back to work' plan with all participants, based around SMART targets.
- Deliver one-to-one support as needed, tailored to the needs of the individuals.
- Make appropriate referrals, advocate where needed and support with any forms or meetings if required.
- Communicate effectively with other members of the local Hub teams, and as part of the Trafford Work Well network.
- Maintain databases and appropriate records in line with reporting requirements.
- Ensure that all databases and information held comply with GDPR, Confidentiality and compliance regulations.
- Keep accurate time sheets daily.
- Ensure that any risk assessments are complied with.
- Ensure that all duties are undertaken effectively and efficiently, in accordance with the required standards of service and care, with relevant Health & Safety legislation and in line with the values and ethos of the organisation.
- Uphold and promote the vision and values of St John's Centre and Stretford Public Hall.
- Undertake training as required.

The role may involve working with vulnerable adults, and the responsibilities to safeguarding that this involves.



## Work Well Trafford Key Worker – North Trafford

### Person Specification

The role of Work Well Trafford Key Worker demands the following blend of skills, experience, knowledge and behaviours and will be assessed by application letter, CV and interview.

	Essential	Desirable
<b>Qualifications/ Attainments:</b>		
Recognised qualification in Administration or Business Support.		X
<b>Experience:</b>		
Experience providing practical and wellbeing support to individuals in any setting	X	
Experience of administrative tasks in any setting	X	
Relevant experience in collecting and managing data	X	
Experience using Airtable		X
<b>Knowledge, skills, and abilities:</b>		
Has compassionate and person-centred approach to supporting participants	X	
Able to engage and interact well with participants, including active listening and effective spoken communication	X	
Able to present written information in a clear, structured, and concise manner	X	
Able to work and communicate well with colleagues inside and outside the team	X	
Has relevant computer skills, including MS Office	X	
Has a professional approach and attitude and is committed to providing excellent service	X	
Has knowledge of the UK benefits systems, processes and requirements		X
Has a general understanding of health conditions and their impact in the workplace		X
Has an appreciation of: <ul style="list-style-type: none"> <li>• health and safety</li> <li>• safeguarding of vulnerable adults</li> <li>• confidentiality and GDPR</li> </ul>		X



Personal Qualities:		
Friendly and honest.	X	
Self-motivated and able to work on their own initiative	X	
Enjoys working in a busy environment and with others.	X	
Willing to learn and be challenged, including undertaking relevant training.	X	
Flexible on working hours and able to sometimes work at evenings and weekends.		X