**Leeds City Council**

**Job description**

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| **Job title:** | Keyworker | **Salary:** £26,999-£28,785 |  |
| **Service area:** | Migration Yorkshire | **Grade: SO1** |  |
| **Directorate:** | Communities and Environment | **Date:** 01/10/19 |  |
| **Reports to:** | Project Manager – Connecting Opportunities |  |  |

**Fixed Term** To 30th June 2021

**Full time (37 hours) or Job Share (18.5 hours)**

**Job purpose**

The purpose of this job is to work with other partners across parts of North Yorkshire to engage refuges/migrants through outreach in local communities and to support them to progress towards their employment goals by helping them to access the services and training they need. As a keyworker you will support a caseload of refugees/migrants and develop a personalised package of support and oversee their progress.

We are looking for highly motivated and enthusiastic keyworkers to work across parts of the North Yorkshire region, namely Craven, Harrogate, York and Selby areas.

**Job background**

Connecting Opportunities (CO) works with new migrants to develop their skills and opportunities to find work and be part of the local community. Connecting Opportunities is managed by Migration Yorkshire and delivered by nine other organisations that specialise in working with migrants are offering tailored support, cultural orientation, English language classes and other training across West Yorkshire and part of North Yorkshire (Craven, Harrogate, Selby and York). The project is also creating new local connections, with opportunities for local people to be volunteer mentors and befrienders, and for employers to provide work placements to help people get a foothold in the job market.

Connecting Opportunities is funded by the European Social Fund and the National Lottery Community Fund as part of the Building Better Opportunities (BBO) programme.

This post is based with Migration Yorkshire, which is hosted by Leeds City Council. Migration Yorkshire works with national government, local government, and others to ensure that Yorkshire and Humber can deal with, and benefit from, migration.

The post will also co-locate and work in close partnership with the BBO Positive Progressions project, based in North Yorkshire.

**Key duties and responsibilities**

* Generate, manage and support a caseload of refugees/migrants on the project towards their employment goals.
* Work with participants on a 1: 1 basis and conduct initial assessments, check eligibility criteria for the project and co-produce individual goals and action plans with participants.
* Provide information, advice & guidance and support refugees/migrants with jobsearch, mock interviews and job matching.
* Match refugees/migrants with volunteering/work experience/befriending opportunities.
* Regularly review participant progress and ensure action plans are updated accordingly.
* Establish and maintain respectful relationships with CO participants and employ a positive approach, which improves their confidence and motivation so that they are able to engage in a range of activities.
* Provide support to address barriers to progression, for example, insecure housing, mental/physical health problems, debt, discrimination, domestic violence, access to benefits.
* Assess risk and ensure safeguarding practices are followed in line with complex participant needs and work to appropriate professional boundaries.
* Support refugees/migrants to access other elements of the CO service and other external support, where appropriate, ensuring that specific needs are addressed.
* Monitor and record activity and outcomes both in paper and electronic format according to BBO guidelines, to ensure project targets are met.
* Proactively undertake outreach work to promote the CO project throughout parts of North Yorkshire and engage with refugees/migrants in the generation of referrals into the project.
* Research, develop and maintain positive working relationships with other BBO projects, community groups, organisations and other stakeholders to facilitate the recruitment of participants into the project.
* Attend Migration Yorkshire, Connecting Opportunities and Keyworker workshops and other CO project meetings/workshops relevant to the role.
* Develop and maintain good working relationships with other CO project partner and support the successful delivery of the project and other aspects of Migration Yorkshire’s work.

**General**

* Travel will be required across parts of North Yorkshire to meet participants and undertake outreach and promotional work. There will be occasional travel across other areas of the Leeds City Region for meetings and events.
* The post will involve some lone working due to the geographical reach of the service.
* To be responsible for own personal learning and development and undertake training to increase knowledge, skills and awareness.
* To adhere to LCC policies including Diversity, Confidentiality, Data protection, Health and Safety, and Safeguarding.

**Person specification**

The post holder should demonstrate that they meet the following requirements:

|  | **E/D** | **MOA** |
| --- | --- | --- |
| **Qualifications** |  |  |
| 5 GCSEs including English and Maths at grade A\*-C (or equivalent). | E | A/I |
| Information, Advice & Guidance qualification | D | A/I |
| **Experience and Knowledge** |  |  |
| Experience of working with migrants/refugees/ vulnerable groups. | E | A/I |
| Experience of working in an employment support setting/with employers. | E | A/I |
| Experience of supporting vulnerable people to access a range of support and external services. | E | A/I |
| Experience of managing a caseload of participants and providing 1:1 support to individuals. | E | A/I |
| Experience of undertaking assessments, action plans and reviews in a person-centred way. | E | A/I |
| Experience of working safely according to a lone working policy and collaboratively as part of a team. | E | A/I |
| Experience of undertaking outreach work and promoting a service to a wide range of service providers, stakeholders, employers and excluded groups. | E | A/I |
| Knowledge of the issues and barriers faced by migrants/refugees living in a variety of neighbourhoods (e.g. rural and urban). | E | A/I |
| Knowledge of employment, training and educational opportunities and the local labour market. | E | A/I |
| Knowledge of and understanding importance confidentiality and data protection | E | A/I |
| Knowledge of statutory, voluntary and community services based in North Yorkshire. | D | A/I |
| **Skills/Abilities** |  |  |
| Excellent communication skills, written and oral. | E | A/I |
| Ability to communicate with a diverse range of communities and individuals. | E | A/I |
| Good organisational skills, with the ability to plan ahead and to manage and prioritise a wide variety of tasks with minimal supervision. | E | A/I |
| Ability to reflect and deal with emotionally challenging situations. | E | I |
| Ability to establish and maintain excellent working relationships with a wide range of service providers, community groups and employers. | E | A/I |
| Excellent administrative and IT skills. | E | A/I |
| Ability to problem solve and think creatively. | E | A/I |
| Ability to speak other languages. | D | A |
| **Other characteristics** |  |  |
| Committed to diversity, equal opportunities and community cohesion. | E | A/I |
| Enthusiastic about the integration of migrants and about ensuring that Yorkshire and Humber benefits from migration. | E | A/I |
| Resilient, responsive to change and feedback. | E | I |
| High degree of self-motivation, initiative and flexibility. | E | I |
| Commitment to own personal development, learning and reflective practice. | E | A/I |
| A full current UK driving licence and use of a car for work purposes. | E | A |

**The post is subject to a satisfactory Disclosure and Barring Service check.**

**Job risk analysis**

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| --- | --- |
| Recruiting employer | Leeds City Council |
| Department and section | Migration Yorkshire, Communities and Environment |
| Post or job title | Keyworker |
| Description of main activities the applicant would be required to undertake | The purpose of this job is to work with other partners across parts of North Yorkshire to engage refuges/migrants through outreach in local communities and to support them to progress towards their employment goals by helping them to access the services and training they need. As a keyworker you will support a caseload of refugees/migrants and develop a personalised package of support and oversee their progress. |
| Hours and work pattern | Full-time 37 hours (open to job –share 18.5 hours per week) |

**If the work contains any of these elements it is defined as a Part A role:**

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| **Work element** | **YES** | **NO** |
| Work at heights (over 2m). |  | X |
| Work in excessively noisy environments. |  | X |
| Work in unusual environmental conditions, such as confined spaces (where the air does not flow free and fresh, or where there may be a build-up of gases, vapours or fumes, or the need for the use of breathing apparatus). |  | X |
| Use of tools and equipment associated with hand, arm or whole body vibration. |  | X |
| Driving Leeds City Council vehicles. |  | X |
| Transporting others (i.e., only those driving HGVs over 7.5 tons, PCVs, minibuses requiring MIDAS qualification or DVLA Gp 2) and anyone transporting, as part of their normal duties, more than three persons. |  | X |
| Contact with hazardous substances identified as requiring regular health surveillance under COSHH (this includes infectious agents, for example from bodily fluids or zoonoses). |  | X |
| Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. |  | X |
| Work with lead or lead-based products. |  | X |
| Work with, or regularly in, environments where there are likely to be materials containing asbestos. |  | X |
| Work that requires an employee to be immunised. |  | X |
| Fieldwork or work in extreme conditions e.g. involving excessive heat or cold, or frequently walking long distances over rough terrain in all weather conditions. |  | X |
| Any other occupational hazards or comments relevant to this post (state): |  | X |

**All other roles are defined as Part B. Please indicate if the work involves any of these elements:**

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| **Work element** | **YES** | **NO** |
| Face to face contact with the public or service users. | X |  |
| Working in isolation or lone working. | X |  |
| Work with electrical wiring. |  | X |
| Work where there may be occupational exposure to bodily fluids (all reasonable control measures will have been identified and implemented). N.B. If the risk assessment identifies that immunization is required, this should be classed as a Part A role. |  | X |
| Work that may bring the employee into contact with rodents or other animals or livestock. N.B. If the risk assessment identifies that immunisation is required, this should be classed as a Part A role. |  | X |
| Manual handling or moving and handling (i.e. other than routine office lifting and carrying). |  | X |
| Working with vulnerable service users. | X |  |
| Work with repetitive movements or forced posture. |  | X |
| Work as a regular display screen user. |  | X |
| Work involving the preparation or handling of unwrapped foods to be consumed without further cooking, for example, sandwich preparation. |  | X |
| General office-based activities. | X |  |
| Potential driving of own vehicle on council business. | X |  |
| Any other occupational hazards or comments relevant to this post (state): |  | X |

**N.B. Appropriate control measures for these identified hazards will have been identified and implemented.**

**This has been classified as a Part B role.**