TOUCHSTONE

**JOB DESCRIPTION**

**CONNECTING OPPORTUNITIES KEYWORKER**

**Grade :** NJC Scale Points 12-17 – starting at £22,183 pa/pro rata

**Hours :** 15 hours per week

**Location:** Leeds

**Responsible to:** ESIF Team Manager

**Employing Body:** Touchstone Board of Trustees

**This role is fixed term up to March 2023.**

# BACKGROUND

Connecting Opportunities works with new migrants to develop their skills and opportunities to find work and be part of the local community. Ten 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.

**Touchstone** will provide keyworking support to Connecting Opportunities participants who are refugees in Leeds.

The Keyworker will:

* Engage with refugees in Leeds to ensure Connecting Opportunities reaches people most likely to benefit.
* Support a caseload of refugees, enabling each individual to produce a bespoke support plan and supporting them to achieve their goals.
* Strongly focus their support on identifying employment and employability goals, such as education, training, work experience/placement and volunteering.
* Link with partner organisations to ensure that refugees access relevant services and organisations to achieve employment goals.

Please note that due to the current situation, this role is currently being delivered remotely from home.

**Key Responsibilities**

1. Work productively and positively with the nine other partners in the Connecting Opportunities Service, including Migration Yorkshire (the lead and grant holder).
2. Support the generation of referrals of refugees most likely to benefit from the service into Migration Yorkshire, and accept referrals from Migration Yorkshire.
3. Assess the needs and circumstances of participants, agreeing an individual support plan with participants ensuring that specific goals are identified.
4. To establish respectful, sensitive, professional relationships with Connecting Opportunities participants, demonstrating awareness of the issues faced, needs of the client group and recognising the assets and strengths of individuals.
5. Recognise and respond accordingly to those facing significant barriers, for example substance misuse, mental/physical health problems, insecure housing, poverty, debt, domestic violence, discrimination/stigma.
6. To assess risk, and ensure safeguarding practices are followed in line with complex client needs.
7. Co-design bespoke employability packages alongside participants and support them to implement. To work co-productively with participants building upon strengths and identifying individual’s social and cultural needs, carrying out regular reviews to recognise and support progress / changing situations.
8. To work from a variety of settings, including participants’ homes, office or other places/ organisations, adhering to lone working practices.
9. Proactively make links with and referrals to appropriate services and to external support. This includes some specific provision within the Connecting Opportunities partnership e.g. befriending and mentoring provided by LASSN, English classes provided by Path and/or mental health support provided by Solace.
10. Be the main point of contact for refugees on caseload, and work to appropriate professional boundaries.
11. Employ a positive approach which improves the confidence and motivation of participants so that they are able to engage in a range of activities that support the development of transferrable skills
12. Contribute to the planning, monitoring and evaluation of Touchstone’s service delivery in the Connecting Opportunities programme.
13. Work with other members of the wider Touchstone workforce to deliver high quality services across different projects and programmes.
14. Contribute to, produce and distribute appropriate marketing literature to potential programme participants, working within the agreed terms of the projects communications/marketing plan & regulations.
15. Help grow and sustain our local communities to ensure they are more vibrant and support refugees to contribute towards the local economy in a more proactive way
16. The post is based in Leeds but Keyworkers may be required to travel across the Leeds City region.
17. To monitor and record activity and outcomes according to stringent Community Fund and European Social Fund rules/guidance. To collate and present service user information for monitoring and reporting purposes, including up-to-date and accurate record keeping both for individual participant’s records and service monitoring.
18. To actively promote anti-discriminatory practice and equality of opportunities in dealing with colleagues, participants, carers, and others regardless of their race, faith, gender, sexual orientation and physical disability.
19. To develop and maintain partnerships which will be crucial to the success of Touchstone within the Connecting Opportunities partnership.
20. To use cultural knowledge in the facilitation and planning of culturally sensitive interventions as determined by the interests and needs of the participants and carers.

**GENERAL**

1. To adhere to Touchstone’s Health & Safety policy.
2. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
3. To undertake occasional out of hours and weekend work as required by Touchstone.
4. To be inducted, supervised, performance monitored and appraised in line with the organisation’s performance management policies and procedures.
5. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
6. To be responsible for promoting the work and services of Touchstone to the public, potential participants, referrers and funders.
7. To provide general information about Touchstone and its work to all those who may be interested and to stakeholders.
8. To implement the Organisation’s policies, procedures and practices and, to comply with the aims of Touchstone at all times.
9. To be committed to and implement Touchstone’s Equal Opportunities Policy and to promote this with staff.
10. To adhere to basic financial procedures, in line with service delivery and client work, ensuring attention to detail, accuracy and timeliness in accordance with project financial procedures and guidance of Touchstone Management and Policies.
11. To be aware of and employ the general practices of Touchstone’s Safeguarding and Health and Safety policies and ensure these are adhered to at all times.
12. To ensure information is dealt with in accordance with Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
13. To undertake any other duties as directed by your Line Manager that may fall within the scope of the post.

August 2021