



DARPARU CEFNOGAETH A CHYFLEOEDD I BOBL IFANC
PROVIDING SUPPORT AND OPPORTUNITIES FOR YOUNG PEOPLE

JOB DESCRIPTION THERAPEUTIC KEY WORKER

RESPONSIBLE TO:	Project Manager and in his/her absence the Head of Development Service Services
DEPARTMENT:	South / North Gwynedd Project
LOCATION:	Blaenau Ffestiniog or Caernarfon
SALARY:	Grade 17 – 22 £ 17,506-£ 20,411
SLEEP-IN:	£30 per night during the week (Monday to Thursday) £40 per night at weekends (Friday to Sunday) £50 per night/eve of a Bank Holiday

JOB PURPOSE

To support vulnerable young people, including young parents, to live independently.

To offer person-centred support to help vulnerable young people to maintain a tenancy, gain independent living skills, develop positive health and well-being and build resilience.

DUTIES AND RESPONSIBILITIES

- To work within a Psychological Informed framework and in line with GISDA'S therapeutic model.
- All staff to share an understanding of complex trauma, attachment and personality disorder.
- To build healthy, trusting relationships with Young People, giving them the opportunities to engage both in informal and formal settings.
- To create a non-institutional, safe and welcoming service that facilitates interaction with Young People.
- To promote self-care and independence in our Young People.
- To encourage, motivate and believe in Young people.
- Acting as a role model and demonstrating appropriate pro-social ways of dealing with problems
- Establishing positive relationships with young people and always offering them unconditional and positive regard.
- To enable service users - young people, families and their children to live independently.
- To develop and implement a Support/Action plan for all Service Users within the Project.
- To continuously monitor Young people's success and outcomes and have a clear goal when working with the young person.
- To recognise and respond to the support and development needs of all Service Users.

- To contribute towards the support and development needs of Service Users by working in partnership with other agencies.
- To administer a duty of support for all of the Company's Service Users.
- To complete Agored Cymru Workbooks with young people and promote every opportunity to explore education/training and work opportunities.
- Ensure the hostel is secure and safe during sleep-in shift.
- As part of sleep-in duties carry out the relevant Health and Safety checks.
- Meet with Service Users in order to monitor support and development needs as stated in their Action Plan.
- To ensure that factual records are kept of every contact made with the Service Users in order to prepare reports as necessary, and as evidence of the service provided.
- To administer a Duty of Care for each Service User
- Carry out all duties /responsibilities by adhering to the Wales Care Council Code of Practice.
- Hold regular meeting with Service Users.
- Complete Support journey Questionnaires and track young people's progress after leaving the service.
- At times there will be the need to work outside of normal working hours to meet the Young People and service's needs. Flexibility will be required. This can include evening nights and weekend shifts.

MAIN DUTIES

The Key Worker will report to the Manager on the following responsibilities:-

SERVICES/SUPPORT OFFERED

- *In the absence of the Referral Officer, receive and process referrals for the company's service.*
- Adhere to GISDA'S Child Protection Protocol and other policies.
- Assist and take part in staff meetings and progress meetings to ensure a highly efficient level of communication between Staff and Service Users.
- Ensure accurate and up to date records are kept in order to write reports as and when required.
- Ensure Service Users receive advice on benefits, housing options and other relevant information in relation to their support/action plan.
- Promote and collaborate with all other internal services offered.
- Encourage the Service Users to keep to their tenancy/license agreement e.g, house rules, core contract, support/action plan.
- Comply with all aspects of their tenancy/license agreement that was agreed upon between the service user and the Key Worker.
- Communicate in a professional manner with outside agencies on behalf of or with the Service Users.
- To take part in preparing a Support package/Action Plan.
- Work in partnership with Service Users and external agencies in order to meet their support needs.
- Operate a sleep-in duty on a rota basis at the hostel, or any other hostel project as required.
- Operate an on-call duty on a rota basis on behalf of the company

- Travel to support the service users across Gwynedd.

HEALTH AND SAFETY

- Ensure that resources are checked regularly and that any item which is out of date, broken, damaged or missing is reported to the Project Manager.
- To carry out inspections, and to record on a relevant form the condition of the Service User’s accommodation.
 - a) hostel rooms weekly
 - b) hostel units monthly
 Depending on the condition of the property it’s at the discretion of the Key Worker to arrange more/less checks.
- To assist with the duties of cleaning the units as required and to prepare for re-allocation.
- To assist with the duties of Fire / First Aid Officer as required.

GENERAL DUTIES

- Contribute towards your own training and personal development.
- To promote a friendly, non-judgemental, non-discriminatory approach in every aspect of the work, towards Service Users, Colleagues, Management Board and members of the public / other agencies.
- To promote GISDA’S Internal Values and Culture.
- To promote GISDA’S Aims and Objectives.
- To carry out any reasonable duties as required.
- To ensure that GISDA’S current policies and procedures are adhered to.
- To contribute to supervision sessions and annual appraisals.
- To keep all information relating to Staff and Service Users confidential, in accordance to the data protection act and the Company’s confidentiality policy.

PERSON SPECIFICATION KEY WORKER

You will be a person who has the relevant values and life experience which are part of the key Worker post. You will be able to carry out your duties effectively, working in a supporting and methodical manner

ESSENTIAL
Skills
Full Current Driving Licence
Communicate in a wide range of situations
Good interpersonal skills
Record keeping & report writing
Ability to work independently
Ability to work as part of a team
Effective time management and ability to meet targets
Ability to use computer programmes such as word, and outlook
Ability to handle sensitive and confidential information

Understanding of implementation of boundaries

Ability and confidence to challenge decisions on Service Users rights

Communicate in a wide range of situations in both Welsh and English.

Experiences / Awareness

Awareness and understanding of service users needs and opportunities

Experience of working with young people

DESIRABLE

Qualification

NVQ level III in working with young people or a corresponding qualification

Skills

Understanding of listening skills

Knowledge of the benefits system

Understanding of child protection issues and protocols

Experiences

Experience of work planning

Experience of Time Management

Ability to identify risk and implement relevant actions

Working in the Voluntary Sector

Experience of networking / working in Partnership

Experience of compiling a support package

Ability to work in a professional manner