

The Well



The Well Communities CIC Job Description and Person Specification

Job Title	Keyworker x 2 – Grow Your Own (GYO) Employment, Training, Enterprise Pathways
Grade/Payscale	£23,400 - £27,500 per annum pro rata
Location	Westmorland and Furness (Barrow & Kendal)
Hours	2 Posts Available 15 hours Barrow (rising to 30 hours from year 2) 15 hours Kendal (rising to 22.5 hours from year 2)
Accountable to	GYO Team Leader
Contract	Fixed Term until March 2026

JOB DESCRIPTION

Overview

The Well Communities is a not-for-profit Community Interest Company, led by people in recovery from substance misuse. Our aim is to build networks, connections and activities that will help to address many of the problems that drive substance misuse and the offending behaviours that result.

You will be someone who shares our belief in the inherent capacity and potential of people to bring about positive change; for themselves and the communities in which they live. We believe that everyone has the potential to grow, learn and achieve, whatever the barriers are that they have faced. We know it takes courage and hard work to change, which is why we have a commitment statement as well as a mission statement. Being committed means being:

∴ brave enough to say when something isn't good enough.

- ∴ humble enough to accept and learn from criticism.
- ∴ willing to take responsibility for making things better.
- ∴ creative and daring enough to innovate.
- ∴ determined to persist when things get tough.

Job Purpose

The Well Communities Grow Your Own ETE programmes overall aim is to provide joined up support mechanisms to enable economically inactive individuals with multiple complex needs to enter the active labour market across the Westmorland and Furness demographic.

You will recruit; train; engage in operational activity and supervise marginalised local citizens across the Westmorland and Furness footprint over a 5-year period to create the next cohort of staff members for local 3rd sector organisations and statutory support services moving forward.

As a Grow Your Own ETE Keyworker, you'll support individuals facing complex barriers to employment in Westmorland and Furness. This program aims to promote social inclusion, tackle long-term unemployment, and empower marginalized individuals.

You will work closely with The Well Communities Grow Your Own Westmorland and Furness Team Leader, partner organisations, local councils, clinicians, social enterprises, and training providers to develop TWC service reach, whilst supporting TWC WAF Operational Manager to accurately report back impact data, contract monitoring/performance and development opportunities.

You'll assist in creating innovative projects that prioritise public health, encourage a culture of continuous improvement, and support learning. Your role will involve working collaboratively to promote asset-based approaches, visible progress, and positive behaviour modelling, all in line with our core organizational values.

You will be required to work flexibly across operational sites within an agreed number of hours to maintain the most appropriate level of service provision.

Main Duties

- Carry out community asset mapping and create/maintain a live asset register of potential employers and volunteer placement stakeholders.
- Work closely with the GYO team to ensure service delivery is conducted in a professional manner in line with current policies, procedures, and related strategic documents.
- Outreach to recruit clients for the programme through networking with local agencies, delivering presentations in the community and engaging directly with local people who fit the project criteria.

- Provide one to one support to vulnerable clients with a range of barriers including: mental & physical health problems, substance misuse issues, learning difficulties and disabilities, gender identity issues, financial difficulties, and the long term unemployed.
- Input client details directly onto the project database accurately and efficiently.
- Plan and deliver employability skills training workshops to clients which include CV building, interview preparation and support with job searching and application.
- Undertake marketing and promotion for the project including utilising social media platforms such as Facebook, Twitter etc.
- Compile data and produce operational reports in a timely and professional manner.
- Take responsibility for writing and updating personal Activity Plans.
- Produce a monthly report which focuses on the positive achievements of the GYO workstream and provides data and knowledge to facilitate ongoing quality assurance and service improvement.

General Requirements

- Recognise personal and professional boundaries and work within agreed policies at all times.
- Present a professional image and actively promote services to service users, other stakeholders, partnership organisations and the public.
- Uphold data protection legislation and only share client information as per policy, local and formally agreed information sharing protocols and client confidentiality agreements.
- Maintain effective partnerships with service users, other agencies, and health care professionals to help clients reduce identified physical/mental health risks.
- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge, and skills through the participation of appraisal, training, and supervision processes.
- Keep abreast of developments in services, legislation, and practice relevant to the relevant client group.
- Contribute to maintaining safe systems of work and a safe environment and ensure the implementation of all relevant policies and procedures for The Well Communities CIC
- Undertake other duties appropriate to the grade of the post.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of TWCCIC, in accordance with the organisation's procedures and policies.

Hours of work

Barrow post - 15 hours per week – flexible working required.

Kendal post - 15 hours per week – flexible working required.

Annual Leave & Public Holidays

The annual leave entitlement is 25 days leave pro rata plus normal Bank & Public Holidays.

Equal Opportunities

The Well Communities CIC operates an Equality and Diversity policy and is committed to a programme of action to make this policy effective. Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed. The Well Communities CIC will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

PERSON SPECIFICATION

ESSENTIAL

- Experience of managing services with a clear understanding of what is required to deliver quality services and outcomes that are community focussed.
- Knowledge of services and geography of Westmorland and Furness.
- Experience of establishing and developing employability / health and wellbeing services in the community.
- Experience of understanding contracts, service agreements and service delivery systems, meeting targets and deadlines.
- Understanding of specific ways to support staff teams who are 'experts by experience' who are trained to support others while simultaneously sustaining their own community-based recovery.
- Knowledge of various Mutual Aid available and the concept of in-reach and assertive linkage through active partnership working and a comprehensive understanding of community resources.
- Experience of motivating and inspiring unpaid staff and establishing the values-based training and support they require to flourish both professionally and in their personal recovery journey.
- A working knowledge and direct experience of adhering to and implementing performance management frameworks.
- Experience of effectively using data collection systems and translating data output into meaningful, clear information.
- Excellent skills in communication, leadership and influencing.

DESIRABLE

- Proven ability to engage with hard to reach cohorts
- Understanding of Behavioural Economics or equivalent

Additional Notes

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.

Closing date is Friday 26th April 2024 at 12 noon.

Please email Jo O'Brien for application form [-hr@thewell2.co.uk](mailto:hr@thewell2.co.uk)

Completed application forms should be returned to – hr@thewell2.co.uk

For an informal conversation call Sam Davidson on 07944 759352