



KNOWSLEY DISABILITY CONCERN

Job Description

Job Title:	Project Worker - Someone To talk To Service
Salary:	£18,727 p.a. pro rata
Hours:	14 hours per week with some flexibility
Responsible to:	A Good Life Service Manager
Location:	Knowsley Disability Concern, Huyton, L36 0SD and home based

Purpose of the role:

To support people in Knowsley facing challenges in their lives and be that someone at the end of the phone for them to talk to and provide emotional support to help them deal with and offload the worry and anxiety they may be experiencing.

Key Aims:

- To assess and agree the appropriate level of service and support, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.
- To refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including making arrangements and informing clients of what to expect. Where necessary to do so.

Main Duties and Responsibilities:

- Assess and agree the appropriate level of service and support, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.
- To make regular calls to clients
- Manage case load of clients
- To build trusting professional relationship with clients over the phone
- To maintain confidentiality of conversations (unless concerns are raised i.e. safeguarding issue)
- To agree days and times of calls with clients

- Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.
- Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including making arrangements and informing clients of what to expect. Where necessary to do so
- To liaise with the A Good Life service manager
- Prepare for and attend supervision sessions/team/staff meetings/external meetings as appropriate.
- Promote the service using a range of methods including social media digital platforms.
- Undertake administration duties e.g. dealing with correspondence and maintaining filing systems/database for the projects monitoring reports.

Key Working Relationships:

Clients; Families; Project Workers; Colleagues; Statutory, Voluntary and Independent Agencies; Community Groups; A Good Life Partnership Board; housing providers; employment support services; DWP; Knowsley residents

Organisational Requirements:

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality & Diversity

It is the responsibility of all employees to support KDC's positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Confidentiality

In the course of your employment you will have access to confidential information of a personal nature, including information relating to KDC clients, employees and other parties. You must not use such information for your own benefit nor disclose it to other persons without the consent of KDC and the party concerned unless required to do so by law. This applies both during and after the termination of your employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Personal Development Review

KDC is committed to providing a high quality service through the effective management and development of its employees, including meeting skills and training needs. The Personal Development Review process ensures that KDC is able to achieve its key aims and objectives, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All staff will be expected to participate fully in the process and comply with the Policy.

Training and development

KDC will assess the training requirements for all new staff prior to commencement and aims to ensure that all mandatory training is completed within the first three months of staff starting. Refresher training must also be undertaken on a regular basis and in accordance with policy.

Safeguarding Children and Vulnerable Adults

The post holder will be subject to a Disclosure and Barring Service check upon appointment, and every three years thereafter.

KDC is committed to safeguarding vulnerable adults, children and young people. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a vulnerable adult, child or young person. KDC will support you in this process by providing training, support and advice. KDC works in partnership with key agencies to protect vulnerable adults, children and young people. For vulnerable adults you should be aware of your responsibilities detailed in the Knowsley Safeguarding Adults Policy and for children in the Safeguarding Children Boards Child Protection Procedures.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data Protection

As your employer, KDC needs to keep information about you for purposes connected with your employment. The sort of information we will hold includes information for payroll purposes, references, contact names and addresses and records relating to your career with KDC. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which we hold will be for our management and administrative use only but we may need to disclose some information we hold about you to relevant third parties (e.g. HMRC).

Records Management and Quality

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within KDC and they remain the property of KDC. This includes client, financial, personal and administrative records, whether paper based or on computer. All staff have a responsibility to ensure information quality standards are achieved.

Information Security

Under the provisions of the Data Protection act, it is the responsibility of each member of staff to ensure that all personal data relating to clients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. KDC may monitor e-mail messages, any files stored on the networks or on equipment and usage of the Internet and computer systems, irrespective of whether these relate to KDC or personal use. Access and usage of KDC's computers must be in accordance with Policies.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Project Worker – Someone to Talk To Service

The duties of the post will be reviewed regularly in conjunction with the post holder, in accordance with the Personal Development Review Process.

Disability Confident

KDC values the diversity of all its employees. As a commitment to supporting disabled applicants and employees, we have been awarded Disability Confident Employer. This means:

- When you fill in the application form we will ask if you have a disability to make sure the application process is fair to people who have a disability.
- We will interview any person who declares they have a disability that meets the essential criteria for the job they are applying for. The essential criteria are the most important things needed to be able to do the job.

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Project Worker – Someone to Talk To Service - Person Specification

Feature	Essential	Desirable
Sills and effectiveness	<ul style="list-style-type: none"> ▪ Understanding of the issues affecting society and their implications for clients and service provision. ▪ Ability to communicate with a wide range of age groups ▪ Ability to listen and show empathy to clients ▪ Previous experience of working in a customer facing role with a proven track record of delivering excellent customer service. ▪ Excellent telephone communication skills. ▪ Proven ability to organise, prioritise and multi-task a varied workload with minimal supervision. ▪ Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively. ▪ Interpersonal skills, including sensitive listening and questioning skills to understand the needs of others. ▪ Ability to monitor and maintain own standards, manage time effectively for the purpose of the call. ▪ Ability to work within guidelines, protocols and procedures. ▪ Experience of following set procedures and amending procedures to improve processes and staffing of a busy telephone service. ▪ Ability to effectively use IT including provision of telephone assessments, databases and accurately gather, record, and report information and navigate online information systems. 	<ul style="list-style-type: none"> ▪ Project administration ▪ You will need to be able to interact with people from different backgrounds and different ages, you must have the ability to prompt conversation with people ▪ You will make regular calls to clients some of whom are experiencing emotional situations, so you will need to have the ability to adapt your communication style to suit a wide range of people.
Knowledge	<ul style="list-style-type: none"> ▪ Understanding of the issues involved in assessing clients' needs. ▪ An understanding of confidentiality and data protection ▪ Confident and proficient user of social media 	
Qualifications / Professional Membership	<ul style="list-style-type: none"> ▪ GCSEs at grade C or above in English and Maths (or equivalent) ▪ Excellent literacy and numeracy skills ▪ Microsoft Office applications (CLAIT, ECDL) 	<ul style="list-style-type: none"> ▪ Community/ social work/ health/ or other relevant professional qualification(s).

Feature	Essential	Desirable
Other requirements of the job	<ul style="list-style-type: none"> ▪ A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas ▪ A willingness to work flexibly according to the needs of the project. ▪ A kind and patient attitude and enthusiasm for helping people improve their situation. ▪ You will have a non-judgemental attitude ▪ Creative thinking and a commitment to promote choice, independence, rights and inclusion ▪ Ability to be able to work from home in a safe manner 	