



Person Specification

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St. Helens Council

Job Title: Key Worker

Ref No: PEDRM 9/10

Knowledge	E = Essential D = Desirable	Identified By
Knowledge of the employment support field and services preferably within St Helens and/or the Liverpool City Region.	E	AF / I
Knowledge of employer recruitment practices and employer engagement.	E	AF / I
Knowledge of training and work-based learning and their application in increasing employability.	E	AF / I
Knowledge of handling client caseloads and delivery teams.	E	AF / I
Up to date knowledge of placement work practice and legislation including safeguarding, risk assessments and health and safety.	D	AF / I
Knowledge and understanding of equal opportunities and diversity issues	D	AF / I
Skills and Abilities	E = Essential D = Desirable	Identified By
Action planning and goal setting skills using diagnostic tools in order to produce action plans.	E	AF / I / A
Communication and interpersonal skills, particularly in one-to-one coach/mentor settings.	E	AF / I / A
Empathic/non-judgmental approach to work with clients Motivational interviewing techniques.	D	AF / I / A
Ability to communicate articulately, verbally and in writing.	D	AF / I / A



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Skilled in the use of a range of ICT tools e.g. Excel, Word.	E	AF / I / A
Personal resilience in a pressured environment.	E	AF / I / A
Organised and methodical in approach to work.	E	AF / I / A
Ability to work flexibly, to deadlines, with tact and diplomacy, using judgement and initiative.	E	AF / I / A
Ability to work independently and prioritise workload working to tight deadlines.	E	AF / I / A
Experience	E = Essential D = Desirable	Identified By
Experience of working with one or more of the following client groups: <ul style="list-style-type: none"> o young people o people with disabilities and/or health issues o people facing deprivation and/or other disadvantages o people far from the labour market and an understanding of the impacts of various disadvantages on employment prospects.	E	AF / I
Experience of face to face client support .	E	AF / I
Experience of handling a client caseload in an employment support context.	E	AF / I



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Experience of working within and across Local Authority teams and/or in a multi-agency environment with local partner agencies such as education establishments, training providers, and/or employers.	D	AF / I
Qualifications	E = Essential D = Desirable	Identified By
NVQ Level 2 or equivalent in a related discipline	E	AF / Cert
Other Circumstances	E = Essential D = Desirable	Identified By
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	E	I
Full driving licence, own vehicle and full business insurance to enable travel to various locations for home visits, and meetings in and out of borough.	D	AF
Willingness to work unsociable hours when required.	E	AF / I