



**PERSON SPECIFICATION**

**JOB TITLE:** Key Worker (Together for Families)

**DEPARTMENT:** Neighbourhood Services

<b>Education qualifications</b>	
Essential	Desirable
<p>Educated to A Level/L3 equivalent</p> <p>GCSE Grades A-C or equivalent in Maths and English</p>	<p>Safeguarding Adults and Children Level 2 qualification or equivalent</p> <p>L3 Qualification in Children's Safeguarding</p>

<b>Knowledge &amp; experience</b>	
Essential	Desirable
<p>Proven knowledge of safeguarding protocols and responsibilities for children and vulnerable adults.</p> <p>A good standard of practical knowledge, exceptional skills in providing personalised support to families who have complex needs.</p> <p>Effective relationship building skills with the ability to build and sustain trust.</p> <p>Experience of working within clear professional boundaries.</p> <p>Proven experience in recognising and raising safeguarding matters through the MARU system.</p> <p>Proven experience of partnership working with internal/external agencies.</p> <p>Substantial word processing and IT experience and good working knowledge of Microsoft Office applications</p> <p>Experience of preparing and undertaking presentations</p>	<p>Experience of working in social housing.</p> <p>Experience of providing support to families.</p> <p>Experience of generating, completing and monitoring action plans/family plans or similar.</p> <p>Experience of meeting project outcomes and deadlines.</p> <p>Develop creative ways to engage with challenging customers.</p>

**Skills and Abilities****Essential**

Able to recognise safeguarding/vulnerable households and signpost to agencies as required.

Able to work effectively with hard to reach and challenging families.

Demonstrates a rapid understanding of newly presented information.

Ability to write clear, accurate reports and analyse data.

Remains focussed and productive with a proven ability to be self motivated and work well alone, with service users and as part of a team.

Excellent communication skills with great interpersonal skills, and the ability to act with tact and diplomacy, proven record of calm, measured and understanding response and the ability to manage in a crisis.

Ability to manage high volume caseload.

Able to manage own time, prioritise work, remains calm and achieves stated objectives whilst working under pressure.

Demonstrates commitment and ability to deliver excellent customer service.

Exudes a positive and welcoming persona.

Excellent interpersonal and communication skills.

Presents and conducts self in a confident, professional and credible manner.

Takes responsibility for actions and projects; tackling demanding goals with enthusiasm.

Enthusiastic and motivated in developing own knowledge and skills.

Ability to transport oneself to various locations.

Good customer service skills.

**Desirable**

Advanced MS Office Package skills.

Overcomes traditional organisational constraints.

Demonstrates proactive understanding of others' agendas.

Use creative methods to perform tasks and bring improvement to process.

"Can do" attitude by suggesting service improvements as necessary.

Take responsibility and lead this service.

Excellent problem solving skills.

Maintain/manage a high number of cases.

Firm commitment to accountability, performance management target setting and monitoring.

Good administrative and organisation skills, solving problems where encountered.

Demonstrates a commitment to equal opportunities and an understanding of the impact of deprivation and discrimination on local communities, families and individuals.

Values equality and diversity, takes appropriate action when there is evidence of discrimination or inequality.