

Job Description – Motiv8 Key Worker- Jigsaw Support



You will be employed to work solely on the Motiv8 Project. This post is funded by the European Union through the European Social Fund (2014- 2020) and The National Lottery Community Fund.

Fixed term until 31st March 2023

JOB PURPOSE AND SCOPE:

As a key worker for Motiv8 you will:

- Engage and support a wide range of vulnerable households and individuals with complex needs, supporting participants to overcome barriers and improve life chances.
- Comply with the Group's policies and procedures and to deliver an effective and efficient support service to Motiv8 participants.

KEY RELATIONSHIPS:

Reports to: Motiv8 Team Manager

External: Motiv8 delivery partners, National Lottery Community Fund, Department for Work and Pensions and auditors, Motiv8 Programme Board, Athena Board.

Internal: Jigsaw Support Heads of Service, Jigsaw Support Director, Jigsaw Support Performance & Development Manager, Jigsaw Finance Team, Motiv8 programme team.

KEY RESPONSIBILITIES:

1. To carry out your role and live the Jigsaw Support values in a way that leads to increasing levels of internal and external customer satisfaction.
2. Manage and monitor a caseload of participants, mobilising action plans and agreed outcomes to meet deadlines and targets in line with the programme and ESF guidance.
3. Ability to assertively engage customers and sustain their engagement both via visits and through remote means such as telephone calls, video calls etc.
4. Provide a flexible and holistic support service to participants and maintain regular contact with them to continually assess their support needs ensuring

positive engagement with statutory and non-statutory services.

5. Develop relationships with key partners and stakeholders to secure successful outcomes.
6. Develop and deliver one-to-one and group interventions across the Motiv8 project to maximise opportunities to participants.
7. Ensure accurate case files are maintained of the participant journey and for auditing purposes in a timely manner in accordance with ESF regulations.
8. To be a pro-active member of the team; continually seeking to improve and develop your own skills and the performance of the team. Seek to improve processes, keeping value for money as a focus. Operate within and comply with our policies, procedures and values at all times.

Person Specification - Motiv8 Key Worker – Jigsaw Support



CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
GCSE Grades A – C in Mathematics and English	E	Application Form/Certificate
On-going commitment to self-development	E	Application Form / interview
<u>PERSONAL QUALITIES/SKILLS</u>		
Ability to work independently and as part of a team using own initiative	E	App/Interview
Communicate effectively with a wide range of people at all levels	E	App/Interview
Ability to assertively engage participants and sustain	E	App/Interview

that engagement both via visits and through remote means such as telephone calls, video calls etc.		
Ability to build positive relationships with participants and internal and external stakeholders to overcome barriers	E	App/Interview
Ability to use influencing and negotiating skills, understanding what works to promote positive outcomes for participants	E	App/Interview
Ability to recognise and appropriately act upon safeguarding concerns	E	App/Interview
Professional approach and understanding of professional boundaries.	E	App/Interview
Full valid driving licence and use of car for work	D	App/Interview
A flexible approach to work from Motiv8 delivery hubs across Greater Manchester	E	App/Interview
<u>RELEVANT EXPERIENCE</u>		
Experience of delivering support services to participants with complex needs	E	App/Interview
Experience of working on ESF Contracts	D	App/Interview
Experience of working within a performance management setting and meeting targets	D	App/Interview
Proven experience of working with people in a support, advice, employability or housing setting including home visits, group work and interventions, and one to one based meetings	E	App/Interview
Experience of multi-agency working across in partnership with key stakeholders	E	App/Interview
Experience of generating and completing referrals, be confident to promote the service to ensure programme targets are met.	E	App/Interview
Strong assessment, analysis and intervention planning experience including delivering interventions in a variety of ways, telephone and face to face	E	App/Interview

<p><u>OTHER SKILLS / EXPERIENCE</u></p> <p>Ability to work on own initiative and problem solve with minimum supervision and prioritise workload, working to deadlines</p> <p>Excellent organisational and time management skills</p> <p>ICT literate (Word, email, Office)</p> <p>Excellent interpersonal skills, including the ability to motivate, listen & deal with sensitive issues, be enthusiastic and outgoing</p> <p>Ability to negotiate and influence participants & partner agencies</p> <p>Ability to develop and maintain effective working relationships with colleagues, and outside agencies</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>App/Interview</p> <p>App/Interview</p> <p>App/Interview</p> <p>App/Interview</p> <p>App/Interview</p> <p>App/Interview</p>
<p><u>SPECIALIST KNOWLEDGE</u></p> <p>Knowledge and understanding of the complex barriers participants face.</p> <p>Understanding of ESF rules and regulations</p> <p>Understanding of Equality of Opportunity and Health and Safety</p> <p>Understanding of GDPR</p>	<p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>App/Interview</p> <p>App/Interview</p> <p>App/Interview</p> <p>App/Interview</p>
<p><u>VISION, VALUES & BEHAVIOURS</u></p> <p>Jigsaw Vision, Values and Behaviours (attached separately)</p>	<p>E</p>	<p>App/Interview</p>

Please note:

Applicants must meet the above "Essential" criteria as a minimum. "Desirable" criteria will be used as a minimum to further shortlist applications received if necessary. We are willing to consider making reasonable adjustments for people who have a disability. For example, by providing aids or adaptations to help overcome the effects of their disability. If you have a disability, please refer to the guidance notes before you complete your application form. If you have any questions please do not hesitate to contact the HR team.

DISCLOSURE BARRING SERVICE INFORMATION

GENERAL DISCLOSURE INFORMATION:	<p>The provisionally selected successful applicant for the post will be asked to apply for an Enhanced Disclosure from the Disclosure Barring Service.</p> <p>A copy of the Disclosure Barring Service' Code of Practice, which Jigsaw Homes is committed to, is available on request.</p> <p>As Jigsaw Homes meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.</p>
SHOULD YOU DECLARE A CRIMINAL RECORD? (PAGE 4 EMPLOYMENT APPLICATION FORM):	<p>*The post for which you are applying involves access to vulnerable people and/or children. It is therefore exempt from the provision of the Rehabilitation of Offenders Act 1974. You are therefore NOT entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any convictions, conditional discharges, bound overs, or cautions, reprimands or final warnings, will not automatically disqualify you from employment but any failure to disclose such information could result in dismissal.</p> <p>A criminal record will not necessarily be a bar to obtaining a position. This information will be used only to assess the applicant's suitability for employment, in so far as it is relevant, and Jigsaw Homes will consider persons with a criminal record on merit and ability and not discriminated against unfairly.</p>

DISCLOSURE BARRING SERVICE POLICY STATEMENT

General principles:	<p>As an organisation using the Disclosure Barring Service to help assess the suitability of applicants for positions of trust, Jigsaw Homes complies fully with their Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.</p>
Storage and access:	<p>Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.</p>
Handling:	<p>In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.</p>
Usage:	<p>Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.</p>

Retention:	<p>Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.</p>
Disposal:	<p>Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.</p>
Acting as an Umbrella Body:	<p>Before acting as an Umbrella Body (one which countersigns applications and receives Disclosure information on behalf of other employers or recruiting organisations), we will take all reasonable steps to ensure that they can comply fully with the DBS Code of Practice. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the DBS Code and in full accordance with this policy. We will also ensure that anybody or individual, at whose request applications for Disclosure are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.</p>
Recruitment of ex-offenders:	<p>As an organisation using the Disclosure Barring Service to assess applicants' suitability for positions of trust, Jigsaw Homes complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.</p> <p>Jigsaw Homes is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.</p> <p>This policy on the recruitment of ex-offenders, is made available to all Disclosure applicants at the outset of the recruitment process.</p> <p>We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.</p> <p>A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.</p> <p>Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under</p>

	<p>separate, confidential, cover to a designated person within Adactus Housing and we guarantee that this information is only to be seen by those who need to see it as part of the recruitment process.</p> <p>Unless the nature of the position allows Jigsaw Homes to ask questions about your entire criminal record we only ask about “unspent” convictions as defined in the Rehabilitation of Offenders Act 1974.</p> <p>We ensure that all those in Jigsaw Homes who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.</p>
Recruitment of ex-offenders - continued:	<p>At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.</p> <p>We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.</p> <p>We undertake to discuss any matter revealed in a Disclosure with the persona seeking the position before withdrawing a conditional offer of employment.</p> <p>Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.</p>
