



## Job Description

### Support To Succeed: Keyworker

#### Manchester Athena (Athena)

Established in 2013, Manchester Athena is a partnership of Greater Manchester social housing providers that looks to remove barriers to employment for its members customers.

Athena is a small organisation with a big reach working in partnership with its members to deliver projects that create opportunities for people across GM.

Reporting directly to the Operations Manager, the Athena keyworker will work on the Support To Succeed project across GM helping to ensure Athena meets demand and reaches contractual targets. Good people skills, along with good administration skills, are essential for this role.

#### Job Summary

Working Well: Support To Succeed is a new programme of activity which identifies, engages, and supports economically inactive Greater Manchester (GM) residents (aged 19 and over) who are furthest away from the labour market, with complex needs (including those who are not engaged with mainstream provision) to address barriers and achieve positive onward destinations.

The programme also has a dedicated offer for economically inactive residents aged over 50 who experience age-related challenges.

The emphasis of this programme is on engagement, and re-engagement, with mainstream provision and employment for some of the regions most disengaged, economically inactive residents. There are several other UKSPF (UK SHARED PROSPERITY FUND) funded programmes which will work together to ensure a whole system approach to attracting, engaging, retaining, and progressing participants, whilst addressing and removing barriers.

As a Keyworker you will manage a caseload of participants, being their mentor and coach. You will support them to become socially included by assessing their needs and developing individually tailored support packages to aid them to enter either training, education, or employment. Participants may include single parents, those with criminal records, mental health groups, ex-services, specific ethnic minority, or faith groups and those with specific disabilities.

The role requires experience of working and training people with multiple and complex needs. Post holders need to be highly organised, self-motivated, engaging, and supportive. Occasionally the position may require setting up learning opportunities including workshops and bespoke programmes of work.



## Key Responsibilities and Accountabilities

1. Respond to referrals, ensuring that the person is eligible for the contract and assist with the identification economically inactive participants and those over aged over 50 years.
2. Ensure contractual and quality compliance relating to paperwork and the CRM system, responding to errors and requests for additional information from the Customer Admin Hub in a timely manner.
3. Use a variety of engagement strategies working with local organisations to meet the project's engagement targets across all participant target groups, ensuring equality of access for all.
4. Manage a personal caseload of participants, being the single point of contact as well as mentor and coach, to remove barriers to education, training or employment, and support participants to achieve these outcomes.
5. Through personal assessment and vocational profiling establish effective SMART action plans and optimum progression routes for customers.
6. Maximise use of the intervention framework, referring participants to identified suitable provision, to assist them in overcoming structural barriers and aiding their personal development.
7. Ensure the CRM system is kept up to date, recording accurate data on participants' demographics and activities.
8. Effectively identify local employment opportunities.
9. Maintain contact in line with contractual requirements, with participants exiting into work, providing in-work support if needed.
10. To undertake marketing activities to build the brand, maintain a social media presence, and publish/promote Good News Stories
11. To actively and positively Athena's, vision, and values at all times. To include targeted marketing activities such as networking, attendance at events and public relations activity in line with the STS Marketing Strategy.
12. Promote the organisations values and philosophy relating particularly to ethics, integrity, corporate, social responsibility, equal opportunities, and diversity as referenced in the company policy and values standards.
13. Responsibility to act on any issues of concern in relation to Safeguarding Adults and Children. This requires adhering to and acting on Athena's policies and procedures.
14. Uphold and comply with Data Protection and confidentiality standards.

The post holder must also undertake other duties appropriate to the grading of the post as required.

The post holder will be expected to have a driving licence with access to a car as travel across Greater Manchester will be expected.

Employed by Athena, the successful candidate will be expected to work in partnership with other Athena members to achieve overall project goals.