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**JOB DESCRIPTION**

**Customer support Keyworker** **- Essential Household Goods and Support Scheme**

**BACKGROUND**

Having delivered this service in different contracted formats since 2013 we are thrilled to have secured this new service that will launch on 1st December 2021. The scheme will deliver for a minimum term of three years with an option to extend for a further 2 years.

The Essential Household Goods Support Scheme is a non-statutory service commissioned by Lancashire County Council that provides support for the people of Lancashire who need help to maintain or establish a home. It provides free essential household items to individuals and families who do not have access to sufficient income or funds to meet their immediate needs, along with help and advice in seeking additional support.

The overall aim of the Service is to support people to meet their immediate needs and to help them feel more secure and live more independently in their community.

**This new contract will be delivered by a team of five staff who will become integral to Selnet operations and delivery. The team will be supported and managed by the Scheme Relationship Manager who will be the line manager for the post holder.**

**It is important to the Commissioner and to Selnet’s board of Directors that the scheme offers an accessible, fair, and impartial service that effectively supports Lancashire residents at a very difficult time. We are looking for fair-minded people who have either lived experience or have work experience of supporting people with vulnerabilities**.

Each **Customer support Keyworker** will work closely with referral partners who are supporting Lancashire residents in crisis, subcontracted partners responsible for the supply of essential household goods, Application Pathway Coordinators, and other colleagues who will work directly with the customers.

**KEY DETAILS**

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| **Office Base** | Brentwood House, 15 Victoria Road, Fulwood, PRESTON PR2 8PS. |
| **Hours of Duty** | This will be a part-time post – hours to be agreed |
| **Starting Salary** | c£22,400 |
| **Pay Increase** | 2% increment based on annual review |
| **Pension** | 10% Company pension contribution |
| **Annual leave:** | 25 days per year plus bank holidays |
| **Probationary period** | 6 months |

**ORGANISATIONAL RELATIONSHIPS**

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| **a)** | **Reports to:** | | The Scheme Relationship Manager who reports to the CEO/Deputy CEO  (The CEO is accountable to Selnet Chair, its Board of Directors) | |
| **b)** | | **Collaborates with:** | | Colleagues, scheme partners including sub-contractors/furniture reuse organisations and external agencies.  All directors, officers and members of SELNET, and appropriate employees of external organisations. |
| **c)** | | **Manages** | | There are no staff management responsibilities within the post |

**JOB SUMMARY**

The post holder will be an essential resource for customers accessing the service to help them break a cycle of crisis and will support customers needing additional guidance and direction. They will develop a knowledge base of external resources that can support people in crisis and an understanding of the difficulties some residents face.

As customers access the service, their applications will be reviewed by colleagues and, if eligible, presented for an award under the scheme’s offer. The Customer Support Keyworker will engage with customers at any stage of the customer’s interaction with the scheme. They will undertake an initial diagnostic of customers current situation, establish the reasons behind the crisis, and then support them to access avenues of support that are available to meet the needs of the customer and their family.

The post holder will work as part of the team to ensure the successful and effective delivery of Essential Household Goods Support Scheme and with other team members to support Selnet's core aims, mission and its strategic plans as set against annual targets.

**All tasks and duties in the job description must be carried out in accordance with Selnet procedures. The post holder should be fully aware of Selnet policy documents and operate within the parameters defined within these**.

**MAIN DUTIES TASKS AND RESPONSIBILITIES**

To work with the Scheme Manager and team members creating an excellent team working environment that together meets the terms of the contract and provide a quality service to residents.

Liaise directly with the service user, referring partners and colleagues to ensure everyone is kept fully informed as each service user progresses through the scheme, goods are supplied, and the service is delivered.

Work directly with service users to undertake a full assessment of each individual crisis requirement and level of support needed, enabling you to tailor your guidance and support direction appropriately.

Utilise the case file created within the schemes management system for each service user, ensuring regular communication with the customer, colleagues and that all updates are recorded.

Work supportively with service users to provide additional advice, information and signposting to help address the crisis need and any other barriers to inclusion.

Discuss local options available to the customer that will support the needs you have identified e.g.

* services to help combat issues such as financial, food and fuel poverty, domestic violence, substance misuse
* encourage engagement in services that may improve work readiness, employment and training prospects

Support onward referrals - introducing the customer to the available range for support provision and networks that may help break the crisis cycle.

Support the scheme to meet the commissioner’s performance targets. Produce relevant documentation, presentations and reports as required using various software packages.

**TEAMWORK**

• Work as a member of the Selnet team providing services to customers, partners, and member organisations.

• Deal professionally and proficiently with enquiries from colleagues, business contacts, visitors, and members of the public.

• Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility.

• Assist with all general office duties as and when required.

**GENERAL CONDUCT**

* The post holder will be expected to maintain professional conduct and appearance. The post holder will be required to sign an agreement of confidentiality in relation to some aspects of the scheme, protect confidentiality and personal data.
* All staff are expected to conform to the policies and procedures in respect of employment, health and safety and risk management and acknowledge they have read and understood them.
* Staff are also expected to be familiar with Selnet’s business and operational plan and to support the aims of the company. In line with good practice appraisals are carried out reviewing performance and considering continuing professional development.
* Disclosure and Barring Service (DBS) checks will be undertaken for all staff employed on this scheme.

*This job description outlines the main responsibilities of the person appointed as* ***Customer Support Keyworker*** *for the Essential Household Goods and Support Scheme and is subject to periodic review and amendment in the light of development and experience.*

**Person Specification**

**Customer Support Keyworker - Essential Household Goods and Support Scheme**

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| **QUALIFICATIONS** | **ESSENTIAL** | **DESIRABLE** |
| Relevant professional qualification or experience to the equivalent of NVQ Level 3 in Information Advice and Guidance (IAG) |  | √ |
| Safeguarding training |  | √ |
| Excellent standard of education | √ |  |
| **EXPERIENCE** | **ESSENTIAL** | **DESIRABLE** |
| Experience of working with and supporting individuals with complex needs. |  | √ |
| An understanding of the needs and barriers of vulnerable individuals with complex needs | √ |  |
| Experience of working with a wide range of agencies who provide support to people with vulnerabilities | √ |  |
| Experience of health and safety, risk assessments and safeguarding | √ |  |
| Experience of working in social care or crisis setting |  | √ |
| Experienced in acting on own initiative as well as being an integral part of a team. | √ |  |
| Proven ability to work in partnership working | √ |  |
| Worked within the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector. |  | √ |
| Good knowledge of the local area and understanding of local support offer. |  | √ |
| **SKILLS** | **ESSENTIAL** | **DESIRABLE** |
| Strong customer service ethos and empathy with the customer (client) group. | √ |  |
| Ability to develop positive relationships with individuals. | √ |  |
| Analytical thinking and judgement. | √ |  |
| Excellent organisational skills, able to manage a caseload of individuals managing workloads efficiently and effectively. | √ |  |
| Excellent communication skills, both verbally and in writing. | √ |  |
| Ability to use of a range of IT applications (e.g. word processing, spreadsheets, databases, internet). | √ |  |
| Highly motivated, capable of dealing with a demanding workload. | √ |  |
| Able to apply good common sense when working with people in difficult situations. | √ |  |
| Listening skills | √ |  |
| An understanding of and commitment to Diversity and Equality as it applies in the workplace. | √ |  |
| Able to provide updates and evaluate own work and effectiveness in terms of the schemes performance. | √ |  |