

Sessional Key Worker (Casual) **Job Description**

Location:	Hybrid, with some travels across West Mercia as required
Reporting to:	The Nominated Project Key Worker or Service Manager
Working hours:	As required
Contract type:	Permanent
Salary:	£12.91/h plus holiday pay

About YSS

YSS enables people to be emotionally resilient, to thrive, and to feel they belong to a community. We uphold people's rights and responsibilities, ensuring they can exercise them with dignity and respect.

We are a charity that helps people to help themselves, and we've been doing so for more than thirty years. There are thousands of people in our communities who struggle with life and face what seem to be insurmountable barriers - they are why we exist. We provide a wide variety of community-based support for people and are often described as the 'glue' between those at risk of social isolation and the wider mainstream society.

We run a diverse range of services working with 7- to 70-year-olds but our aim is always the same – to help people to break through barriers and to achieve their potential. Our website – www.yss.org.uk – contains further information about YSS and all our projects and services.

Job Purpose

- To assist in projects, caseload management, and service delivery.
- To work directly with service users as assigned by the Project Key Worker or Service Manager.
- To contribute to the effective delivery of programmes within the West Mercia area, and to assist in reducing the use of custodial remands and sentences.

Key Responsibilities

- To work directly with service users to provide support, deliver action plans, and conduct follow-ups. This could be conducting initial assessments to determine the service user's needs, providing tailored housing advice/support to service users transitioning from prison or serving a community sentence, or working with young people on various programmes.
- To liaise with partner organisations/agencies, as required, on service delivery.

- Where necessary (for example, when working with young people), challenge inappropriate behaviour in a fair and equitable manner while motivating them to change.
- To maintain caseload efficiently, and to maintain accurate case records and documentations on relevant systems.
- To maintain accurate service user records, ensuring compliance with confidentiality and data protection regulations.
- To attend staff meetings and training events as required.
- To adhere to safeguarding processes, manage safeguarding concerns and risk factors.

Person Specification

Essential

- High level of numeracy and literacy (preferably GCSE standard or above).
- Effective team worker.
- Good communication skills, interpersonal skills, and advocacy skills; ability to work collaboratively and develop trusting relationships with colleagues.
- Ability to engage with diverse service users and liaise effectively with stakeholders.
- Respectful of cultural differences; commitment to equal opportunities and anti-oppressive practice.
- Willingness to reflect on and challenge personal biases.
- Competency in IT applications, databases, systems, SharePoint, Microsoft 365, Microsoft Teams, and Microsoft Office applications.
- Ability to manage own caseload with complex support needs.
- Mature, resilient, energetic, patient, and consistent in approach. Persistent, reliable, willing to learn and develop.

Desirable

- NVQ level 3 or above (equivalent) in a related field e.g. youth work, social care
- Proficiency in MS Office, Outlook, Sharepoint, and databases/systems.
- Experience of working with challenging and/or disaffected young people, young people who have offended or have multiple risk factors, or experience supporting individuals in prison, on a custodial license, or a community order.
- Specific knowledge of issues such as drugs, mental health, benefits, accommodation, family dynamics.
- Understanding of factors contributing to social and economic exclusion.
- Awareness of risk management principles.
- Able to learn from experience and recognise own strengths and weaknesses.
- Valid full driving license and access to a vehicle.

Why Work for YSS?

- Annual leave of 27 days, excluding bank holidays
- Christmas Eve and New Years Day as Company holidays
- Pension Scheme
- Employee Health & Wellbeing plan

- Occupational sick pay
- Flexible working / hybrid working
- Monthly supervision for support / personal development
- Robust induction and training programme with an organisational commitment to ongoing training and personal development.

Notes

- YSS operates in a fast-moving environment and may from time to time vary the content of this job description after consultation to reflect changes to the job, without altering the general character of the post or level of responsibility.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees, volunteers and service users and is consistent with YSS policies.
- Occasional weekend and/or evening work may be a feature of the role. This will be discussed at interview.
- YSS values people as individuals with diverse opinions, cultures, lifestyles, and circumstances. We are committed to building a culturally diverse team and therefore encourage applications from a diverse range of candidates, to help us reflect our world and the communities we work alongside.
- Our organisation follows Safer Recruitment principles and guidelines for all posts where contact with children and/or adults at risk is possible – this includes a full application process, interviewing candidates, taking up and verifying two satisfactory references (one of which must be from your last employer), verifying qualifications, identity checks, an enhanced (Disclosure and Barring Service) DBS check and HMPPS prison vetting.
- You must have the right to live and work in the UK to be considered for this role.