

JOB PACK

EMPLOYABILITY KEYWORKER

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Based at a Jigsaw Homes Group office in Ashton-under-Lyne, Miles Platting or Leigh with travel across Greater Manchester
Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success. We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 staff from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 7,000 people annually through the contracts we manage.

About the service

Jigsaw Employability Services support those furthest from the labour market. We aim to provide personalised support to help people with complex needs move towards employment, education or training. Our services include Motiv8 and Support to Succeed, which are delivered in partnership with Manchester Athena housing providers.

As an Employability Keyworker, you will provide and co-ordinate tailored support packages to improve people's health and wellbeing, self-confidence and esteem, to understand their strengths and aspirations and advance their journey towards - and into - training, job search and employment.

You will involve relevant agencies within the partnership and wider community, matched to the participant's needs, through a unique and flexible delivery approach.

You will be working with people aged 18 and over that have multiple complex needs. Presenting barriers could include entrenched worklessness, combined with living in a jobless household, debt, mental health issues, homelessness, history of offending, disabilities and other health issues including drug and alcohol addiction.

You will offer 1 to 1 support removing barriers for people to move forward and support them move into a positive destination of training, job search or employment. Delivery will be across Greater Manchester.

Responsible To: Employability & Support Team Leader (based at Jigsaw)

MAIN TASKS OR ACTIVITIES

1. To manage and monitor caseload of participants, mobilising action plans and outcomes.
2. Proactively engage participants and sustain their engagement through regular face to face support, telephone and video calls.
3. To develop and deliver one-to-one and group support interventions.
4. To carry out risk and needs assessments with participants, developing personalised SMART action plans reflective of their needs.
5. Provide a flexible and holistic package of support to continually reassess their support needs, maintaining a flexible approach to delivery.

6. To develop relationships with key partners and stakeholders from statutory and non-statutory services, including jobcentre plus, employment and training providers, to develop an up-to-date knowledge of services and to secure successful opportunities and outcomes for participants.
7. Adopt a target driven approach to contribute towards the key performance indicators of the programme, especially achievement of training, employment and job searching outcomes, including through motivational and outcome-focussed conversations with clients.
8. Record and maintain accurate and meaningful case notes and client records via the case management system.
9. Operate and comply with organisation and contract policies and procedures and the organisation's values at all times.
10. To be a proactive member of the team; continually seeking to improve and develop your own skills and the performance of the team.
11. Work flexibly across Greater Manchester including co-locating at offices across the partnership.
12. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
13. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
14. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Qualifications demonstrating sound literature & numerical skills (e.g. GCSE English & Maths A-C or equivalent) and an ability to use a range of IT systems and experience of using case management systems.
- Passionate about supporting people to improve their quality of life, with experience of working with people in a support, advice, employability or housing setting, using strong assessment, analysis intervention and planning experience to deliver interventions in a variety of ways.
- Strong case recording and management skills and the ability to prioritise a range of tasks to meet the needs of a caseload of clients, taking on an organised and methodical approach.
- Experience of achieving KPIs and working within a target driven service.
- Excellent communication skills and ability to build positive relationships with service users, as well as the ability to work with autonomy and working as part of a team.
- Ability to recognise and appropriately act upon safeguarding concerns.
- A flexible approach to work from a number of locations across Greater Manchester with a full, valid UK driving licence and use of a vehicle for work.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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