

Job Description

Post Title

Key Worker

Grade

YCSW Band 6

Responsible to

Team Leader

Responsible for

N/A

Context

Youth Connect South West (YCSW) was launched as a Public Service Mutual, limited company, and registered charity in the South West of England in November 2019 to provide a range of services primarily for the young people in the Bath and North East Somerset area.

Purpose of Job

- Provide intensive support to young people with Special Educational Needs and Disabilities (SEND) to help them access educational opportunities and prepare for adulthood.
- Work with young people aged 16–25 to identify positive activities that build confidence and improve well-being.
- Develop personalised action plans in collaboration with young people, focusing on their strengths, needs, and aspirations.
- Support young people to access volunteering, work experience, and educational opportunities, promoting their independence and readiness for employment.
- Be the primary point of contact for young people and their parents/carers, ensuring effective communication and support.
- Coordinate with a wider team of professionals, including tutors, speech and language advisors, and other support staff, to deliver a holistic support programme.
- Attend and contribute to multi-agency meetings, ensuring the young person's voice is heard and their needs are met.

Creating opportunities with young people to



Key Performance Indicators:

- The average attendance rate of students on the Inclusive Learning course on Key Workers' caseload is 85%, subject to change based on the Bath College contract.
- All young people are enrolled and supported to apply for the Learner Support Fund within 3 weeks of the start of the course.
- A holistic assessment and action plan should be completed for each young person within 6 weeks of starting their course.
- All case notes, including records of student achievements, attendance data and expenditure are up to date and accurate within 5 days.

Youth Connect South West Accountabilities and Responsibilities

1. **Engagement and Support:** Positively engage with young people, helping them access opportunities within YCSW Inclusive Learning programmes.
2. **Activity Planning and Delivery:** Research, create, and lead 1 to 1 activities tailored to the needs of the young people, including vocational, PSHE (Personal, Social, Health, and Economic Education), and enrichment activities.
3. **Individualised Planning:** Work directly with young people to develop personalised action plans that support improved outcomes and reflect their Education Health and Care Plans (EHCP).
4. **Attendance and Participation:** Support young people to attend and participate in activities and training provided by the Group Work Team and other organisations, offering practical support as needed.
5. **Work Experience Coordination:** Help young people access work experience and volunteering placements, ensuring they are comfortable and supported in the work environment. Promote independent travel skills.
6. **Person-Centred Approach:** Ensure the young person's voice and aspirations are central to all planning and recording activities. Support their participation in annual reviews and other meetings.
7. **Transition Support:** Assist young people in exploring next steps beyond the programme, ensuring smooth transitions to further education, training, or employment opportunities.
8. **Safeguarding:** Follow agreed procedures to ensure the safety of young people and vulnerable adults, making safeguarding arrangements or referrals when necessary.
9. **Policy Implementation:** Ensure compliance with equal opportunity, health and safety, and other relevant policies and procedures.

10. **Record Keeping:** Maintain accurate records of work with young people, ensuring confidentiality and compliance with data protection protocols.
11. **Team Collaboration:** Participate in project planning, team meetings, and communicate effectively with stakeholders and partners.
12. **Professional Development:** Engage in ongoing training and professional development to enhance skills and knowledge relevant to the role, including opportunities for obtaining further qualifications such as Level 2 and 3 Youth Work qualifications.

Relationships

The post-holder is expected to develop and maintain positive relationships with individuals and organisations to ensure that YCSW can collaborate with others to deliver effective and good quality work. In particular, the post-holder will need to have positive relationships with the following:

- **Internal** – Colleagues, Managers, Board Member, and young people,
- **External** –Community organisations, communities, commissioners, and funders.

Working Environment

- The post is based at Southside Youth Community Centre, Radstock Youth Hub and in the community of B&NES.
- It is essential that the post-holder can travel independently within Bath and North East Somerset. A clean driving license and own transport is essential.

General expectations

- YCSW is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults and expects all staff to share this commitment and duty. It is an essential requirement that staff are aware of the safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns.
- It is a YCSW requirement that applicants for this post obtain a satisfactory DBS certificate. Staff also have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.
- The post holder will be expected to adhere to YCSW equalities and health & safety policies and practices.
- The post holder will need the personal resources to work within a demanding environment and to support staff to do likewise.

- All staff are expected to show a commitment to their own professional development this will include training.

PERSON SPECIFICATION

Job Title: Key Worker

Date prepared: October 2025

Requirements	Essential	Desirable
Qualifications and training	English and Maths at Grade 4 (previously C grade) or Functional Skills Level 2 Level 3 qualification in Youth Work, Education, or Social Care, or equivalent experience. Willingness to obtain further qualifications relevant to the role, such as Level 2 and 3 Youth Work qualifications. Safeguarding training and experience in addressing safeguarding concerns	Additional training or certification in mental health first aid, THRIVE, or related fields.

	in line with agreed procedures and protocols.	
Experience	Experience in supporting young people with SEND, including those with autism and social, emotional, and mental health needs. Proven ability to develop and implement personalised action plans and support young people in achieving their goals. Experience in delivering and managing vocational, PSHE, and enrichment activities. Demonstrated ability to work effectively in multi-agency teams. Experience in supporting young people's transitions to further education, training, or employment. Experience in monitoring and improving attendance and engagement among young people	
Knowledge	Understanding of SEND legislation and the Code of Practice, including EHCP processes. Knowledge of safeguarding legislation and procedures, including the ability to follow child protection protocols. Awareness of qualification frameworks, training, and education systems. Understanding of the Preparing for Adulthood agenda and strategies to build young people's resilience.	

	Knowledge of health and safety legislation and procedures.	
Skills & Abilities	Effective communication skills, both oral and written, with the ability to engage effectively with young people, parents/carers, and professionals. Excellent organisational skills with the ability to manage multiple tasks and priorities. Ability to work independently and as part of a team. Active listening skills and a person-centred approach to working with young people. Proficient in using technology to support planning, delivery, and record-keeping. Ability to travel independently within the local area; a clean driving licence and own transport are essential.	
Other job information	Postholder will be required to undergo training from time to time. The ability to cope with the duties and responsibilities of the post and the associated environment. The post involves traveling within the BANES area and on occasion further afield. A driving license is therefore desirable. Please note that your holiday allowance is to be taken during BANES Council's school holiday breaks with five of those days being taken during term time if requested.	Flexible in approach to working pattern.

Youth Connect South West Values

- Keeping young people safe – working in the best interests of young people and putting them at the centre of everything we do.
- Collaboration – working with families, communities, and other stakeholders to make things better for young people.
- Meeting expectations – going “the extra mile” to support young people.
- Inclusion – being there for all of those who need us.
- Determination and creativity – modelling the importance of trying new things, continually learning, and never giving up.