

Job Description



Post Title:	Keyworker (Work & Wellbeing Coach)
Location:	Zest
Rate of Pay:	£25,585 – £26,480
Hours:	37 per week
Holidays:	25 days per annum (rising to 30 days) plus 8 statutory holidays
Responsible to:	Service Co-ordinator/Manager

Purpose of the Role

To deliver high-quality, impartial information, advice, and guidance (IAG) to enable individuals to secure and sustain employment, access training, and engage with relevant support services to improve their overall wellbeing.

Key Responsibilities

- **Client Support & Coaching:**
 - Provide friendly, accessible, and supportive one-to-one coaching.
 - Deliver up-to-date and relevant IAG to clients and employers.
 - Support clients' personal progression, focusing on wellbeing, confidence, and self-esteem.
 - Facilitate group-based training sessions and workshops.
- **Case Management:**
 - Engage and manage a caseload of clients.
 - Develop tailored SMART action plans to address employment barriers.
 - Refer and signpost clients to relevant agencies (e.g., careers advice, health services).
 - Accompany clients with additional support needs to appointments when necessary.
- **Employment & Training Facilitation:**
 - Recruit learners, promote courses, and participate in events.
 - Facilitate volunteer and work placements aligned with clients' career goals.
 - Match jobseekers to suitable vacancies with fair employers.
 - Provide in-work support to both employees and employers as agreed.
- **Outreach & Community Engagement:**
 - Participate in community events and initiatives to raise awareness of the service.
 - Plan and deliver marketing and promotional activities, including events, social media campaigns, to raise awareness of the service and attract new clients.
 - Conduct outreach in surrounding communities to engage potential clients, promote services, and meet clients for appointments at accessible locations.
 - Develop relationships with local community groups and stakeholders to enhance engagement and service reach.
- **Monitoring & Reporting:**
 - Maintain accurate paper and IT records.
 - Produce monitoring reports and submit required returns.
 - Obtain service user feedback, including case studies and success stories.

- **Partnerships & Development:**
 - Establish and maintain partnerships with employers and support agencies.
 - Assist in service development, ensuring adherence to quality assurance standards.
 - Act as lead contact for specific projects.
- **Other Duties:**
 - Conduct late calls, employer visits, and home visits (with a colleague when required).
 - Supervise and support staff and volunteers as appropriate.
 - Participate in training and personal development activities.
 - Perform additional tasks as directed by the Service Manager.

General Requirements

- Demonstrate a commitment to the aims and values of Zest.
- Work flexibly, including some evenings and weekends when necessary.
- Adhere to Zest's policies and procedures, especially concerning Equality, Diversity, and Inclusion, Environmental, Health and Safety, Data Protection, and Safeguarding