



Role Description

Title: Key Worker – Groupwork and Meaningful Activity Lead

Reports To: Team Leader

Salary: Between £22,000 to £27,872 per annum negotiable depending on experience.

Hours: Full time/35 hrs per week. Fixed term contract until March 2025 with possible extension.

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery, and create pathways out of poverty.

We provide, food practical support, 1-1 and group support for people who are homeless, have multiple complex needs, vulnerable families, and people on low incomes. We support people to obtain accommodation, move towards employment, access training or education and develop skills to build self-reliance.

Values Our core values are hospitality, compassion, and respect. We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

Role Summary We're recruiting a Key Worker to develop and deliver our groupwork programme including structured groupwork sessions, meaningful activity, practical groups like budgeting and cooking, and peer support groups. The programme aims to support people to build positive peer networks, improve their wellbeing, and develop skills to help them achieve their full potential.

The Keyworker will be supported to deliver sessions by Peer Navigators from our Lived Experience into Action Project (LEAP) team and will work with other Keyworkers across the services to deliver some of the interventions.

We host a wide range of services at our main centre on Waterloo Road and you will work with other organisations to coordinate them to deliver sessions for our service users here at the Good Shepherd.

This post is subject to an enhanced DBS check. The Good Shepherd values lived experience and a copy of our policy on recruiting ex-offenders is available with the application form.

Duties and Responsibilities

- Deliver our groupwork programme for people accessing the Good Shepherd including facilitating structured groupwork sessions and meaningful activity.
- Work with the Team Leader and Operations Manager to develop a range of groups and activities that support recovery and wellbeing.
- Support people to activate and use their lived experience by contributing to our Good Shepherd service user forum, working with our Expert Advisors, and engaging people in local and national forums.
- Work with external agencies to coordinate sessions and activities at the Good Shepherd.
- Promote the Good Shepherd's groupwork programme to service users and external partners.
- Support service users to access agencies across the city and build positive working relationships with partner agencies.
- Complete assessments, risk assessments and risk management plans ensuring a high standard of case management.
- Able to collect, collate and interpret information that is required to report on the outcomes achieved through this work and record and update service user activity in line with GS Confidentiality Policy.
- Attend and contribute to working groups and operational meetings.
- Deliver services in line with Good Shepherd values.
- Observe all Health and Safety regulations related to the role, maintain a high level of professional boundaries, and comply with GS Policies and Procedures.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a Manager to undertake work of a similar level that is not specified in this job description.

Person Specification

Qualifications

- Qualification or demonstrable relevant experience at QCF/NVQ level 3 in Adult Health and Social Care

Experience, Knowledge & Skills

- Experience of facilitating groupwork, meaningful activity, or training.
- Experience supporting vulnerable adults.
- Knowledge of dual diagnosis.
- Understanding of recovery and strengths-based ways of working.
- Knowledge of homelessness and related issues.

Abilities and attributes

- Ability to manage own time, prioritise activities and maintain accountability for your work.
- Maintain confidentiality of all data and information.
- Accurate record keeping.
- Ability to work non-judgementally.
- Cultural awareness.
- Maintain clear professional boundaries.
- Adopt a person-centred focus.
- Work proactively with internal and external teams.
- Liaise with other agencies to support service users.
- Open minded and willing to develop professionally.
- Good IT skills and ability to use MS Office (Word, Excel, Outlook).
- Able to use a computerised database for case file management.