

|                                                                                                                              |                                                              |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL | <b>JOB DESCRIPTION</b>                                       |
| <b>DIRECTORATE:</b><br>Children's Services                                                                                   | <b>SERVICE AREA:</b><br>Education, Inclusion and Achievement |
| <b>JOB TITLE:</b><br>Keeping In Touch Worker                                                                                 | <b>GRADE:</b><br>F                                           |
| <b>REPORTING TO:</b> Lead Adviser - Careers                                                                                  |                                                              |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. JOB SUMMARY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>Assist in:</p> <p>Contacting young people aged 14-25 years, primarily by telephone and other techniques to establish their needs, respond and action.</p> <p>Visiting young people aged 14-25 years in their homes or community where appropriate to establish their needs, respond and action</p> <p>Signposting young people aged 14-25 years to appropriate support when identified needs arise.</p> <p>Checking, verifying and updating personal details of young people on case management systems.</p> <p>Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.</p> <p>To assist on specific projects and take on responsibility for other areas of work when required.</p> |

| <b>2. MAIN RESPONSIBILITIES AND REQUIREMENTS</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                                               | <p>Assist in:</p> <ul style="list-style-type: none"> <li>• Working to a scheduled timetable of regular contact with young people aged 14-25 years in line with local and national priorities.</li> <li>• Exploration and establish with young people, their parents, carers or support network, and other agencies, their current situation, identifying further support needs from the careers Team and its partners.</li> <li>• Undertake regular tracking of young people aged 14-25 years via telephone contact, home/community visits and any other effective means.</li> <li>• Establishing the status of young people about Education, Employment and Training and identify barriers to progression, provide a variety of information and follow up to establish progress</li> <li>• Promoting help &amp; support services to young people aged 14-25 years and encourage access to services and take reasonable steps to ensure that the young person makes progress to achieving aspirations</li> <li>• Maintaining client destination information on to the case management system</li> <li>• Referring young people for further support to appropriate worker for casework</li> </ul> |
| 2.                                               | Contribute to the achievement of service objectives.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3.                                               | Contribute to the learning and development of people in the team and undertake your own personal development.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 4.                                               | Contribute to the achievement of financial objectives.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5.                                               | Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6.                                               | Promote a positive workforce culture that is focussed on delivering excellent customer service and ongoing service improvement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 7.                                               | Support and promote the ongoing work, development and improvement of the Directorate and the Council.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8.                                               | Assist on specific projects and take on responsibility for other areas of work when required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of the job.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**The Council's Values, Behaviours and Code of Conduct** - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

**Corporate Parenting** - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

**Job Description dated: March 2024**

|                                                                                                                              |                                                              |  |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--|
|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL | <b>PERSON SPECIFICATION</b>                                  |  |
| <b>DIRECTORATE:</b><br>Children's Services                                                                                   | <b>SERVICE AREA:</b><br>Education, Inclusion and Achievement |  |
| <b>JOB TITLE:</b><br>Keeping in Touch Worker                                                                                 | <b>GRADE:</b><br>F                                           |  |

| CATEGORY                      | ESSENTIAL                                                                                                                                                                                                                                                                                                                        | DESIRABLE                                                                                                               | MEANS OF ASSESSMENT     |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>Qualifications</b>         | <ul style="list-style-type: none"> <li>Educated to NVQ level 3 or equivalent in a directly relevant subject or the equivalent level of knowledge gained from demonstrable relevant work-related experience.</li> </ul>                                                                                                           | <ul style="list-style-type: none"> <li>Continuous professional development</li> </ul>                                   | Application             |
| <b>Experience</b>             | <ul style="list-style-type: none"> <li>Working in customer service or administration environment</li> <li>Working with hard-to-reach young people</li> <li>Supporting learning and development</li> <li>Partnership working</li> <li>Promoting a positive culture</li> <li>Customer focus</li> <li>Improving services</li> </ul> | <ul style="list-style-type: none"> <li>Decision making</li> <li>Working in local government or public sector</li> </ul> | Application / Interview |
| <b>Knowledge &amp; Skills</b> | <ul style="list-style-type: none"> <li>Effective communication</li> <li>Problem solving</li> <li>Effectively plan and prioritise workload</li> <li>Microsoft Office technology solutions</li> <li>Service-specific information and case management systems</li> </ul>                                                            | <ul style="list-style-type: none"> <li>Information governance and security</li> </ul>                                   | Application / Interview |

|                                               |                                                                                                                                                                                                                                                                                                                                                                                           |  |                         |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------|
| <b>Behaviours</b>                             | <ul style="list-style-type: none"><li>• Demonstrate the behaviours that underpin the Council's Culture Statement</li><li>• Leading by example</li><li>• Collaborative team worker</li><li>• Handle difficult situations sensitively</li><li>• Pragmatic, flexible and resilient</li><li>• Self-motivated, energetic, not easily discouraged</li></ul>                                     |  | Application / Interview |
| <b>Other requirements</b>                     | <ul style="list-style-type: none"><li>• The role may require travel between venues across the borough, therefore ability to travel independently is essential.</li><li>• The role is delivering a service predominantly during office hours but may include early mornings, evenings and weekends, therefore ability to work flexibly, and be part of a duty rota is essential.</li></ul> |  | Application / Interview |
| <b>Person Specification dated: March 2024</b> |                                                                                                                                                                                                                                                                                                                                                                                           |  |                         |

|                                                                                                                              |                                                            |
|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL | <b>KNOWN RISKS FOR THIS ROLE</b>                           |
| <b>DIRECTORATE:</b><br>Children's Services                                                                                   | <b>SERVICE AREA:</b><br>Education, Inclusion & Achievement |
| <b>JOB TITLE:</b> Keeping In Touch Worker                                                                                    |                                                            |
| <b>GRADE:</b> F                                                                                                              |                                                            |
| <b>JOB LOCATION / BUILDING:</b> Education Centre @ 6 <sup>th</sup> Form College                                              |                                                            |
| <b>REPORTING TO:</b> <i>Lead Adviser - Careers</i>                                                                           |                                                            |

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

| Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health                                                                                                       |     |    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Known Risk                                                                                                                                                                                                                                                         | Yes | No |
| <b>Noise:</b> Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)                                                                                                                              |     | ✓  |
| <b>Vibration:</b> Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s <sup>2</sup> A(8) 9                                                                                                                                  |     | ✓  |
| <b>Respiratory:</b> Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex.<br><br>(Those working with respiratory/skin irritants or sensitizers as defined by COSHH) |     | ✓  |

| Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.                                                                                                                                                                                                                                                                                              |     |    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes | No |
| <b>HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers:</b> Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.                                                                                                                                                                                                                                                                                 |     | ✓  |
| <b>Asbestos:</b> Employee likely to be exposed to asbestos.<br>Work with asbestos' includes: <ul style="list-style-type: none"> <li>○ Work which removes, repairs, or disturbs asbestos</li> <li>○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment)</li> <li>○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)</li> </ul> |     | ✓  |
| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes | No |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---|
| <b>Lead:</b> Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)<br>The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> <li>○ Inhaled, e.g., lead dust, fume or vapour.</li> <li>○ Ingested, e.g., lead powder, dust, paint or paste; or</li> <li>○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate.</li> </ul> The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed. |  | ✓ |
| <b>Confined Spaces - Safety Critical:</b> Employee will be required to work in a <b>confined space</b> where specialist equipment or breathing apparatus is needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | ✓ |
| <b>Working at Heights - Safety Critical:</b> Employee will be required to work <b>at a height</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | ✓ |
| <b>Blood-borne viruses:</b> Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | ✓ |

| Other Known Risks                                                                                                                                                                                                                                   |     |    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|
| Known Risk                                                                                                                                                                                                                                          | Yes | No |
| <b>Council Vehicles or transport that does not require a Group 2 licence:</b> Employee will be required to drive a <b>Council vehicle</b> or <b>regularly transport</b> service users/clients/pupils in their own vehicle as part of normal duties. |     | ✓  |
| <b>Food Handlers:</b> Employee will be preparing and handling food<br><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>                                                                                            |     | ✓  |
| <b>Night Workers:</b> Employee will be regularly working at night<br><i>Optional Night Worker Questionnaire available</i>                                                                                                                           |     | ✓  |
| <b>Lone Working (including Home Working):</b> Employee will be required to work alone.                                                                                                                                                              | ✓   |    |
| <b>DSE Users:</b> Employee will be required to use Display Screen Equipment (DSE)<br><b><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></b>                                                            | ✓   |    |
| <b>Any Other:</b> Please identify any other known risks associated with this job role.                                                                                                                                                              |     | ✓  |

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager: Ian Caley

Date: 09.07.2026

**For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: [Occupational.Health@stockton.gov.uk](mailto:Occupational.Health@stockton.gov.uk)**