

Job Description

Job Title:	Specialist Keyworker	Job Number:	N/A
Directorate:	Coventry and Warwickshire Mind (CW Mind)	Post Number:	N/A
Services:	Autism Services	pay	£32,500
Location:	Coopers Lodge, across the district		

Job Purpose:

- Coventry and Warwickshire Mind are hosts and the post holder will be expected to work in partnership with Coventry and Warwickshire Partnership Trust, NHS, Education and Social Care across Coventry and Warwickshire.
- Develop and maintain a strong, positive relationship with children and young people with a learning disability, autism or both, who are inpatients or at risk of being admitted to hospital, to ensure children, young people and their families get the right support at the right time and that local systems are responsive to meeting their needs in a holistic and joined up way.
- To facilitate transition to the right system of community services and support to meet the child/young person's needs once keyworking involvement ceases.
- To hold services across the system to account ensuring children and families get the right support at the right time.
- To manage a caseload that allow sufficient time for personalised support required.

Main Duties and Responsibilities:

In preparation parent/carer forum representatives, young people with autism and relevant professional partners from across Coventry and Warwickshire were mobilised to discuss a shared vision for the keyworker function. People said they wanted the function to:

Navigation and Coordination

- Provide support to access the right help at the right time across complex systems particularly the transition between children and adult's services.
- Build relationships and support coordination across the system.
- Coordinate provision, care and assessments related to the child or young person, working with other agencies and services to ensure agreed actions are carried out - (inc. those agreed as part of Care Education Treatment Review - CETRs).
- Follow-up on any actions from **CETRs** to ensure they have been assigned, and that progress is being made.
- Involvement in the young person's life needs to be flexible and based on need.
- Hold services across the system to account where action plans are in place or actions have been agreed.
- Produce reports on completed work including recommendations for future service provision and gaps in services.
- Develop and strengthen effective strategic, multi-agency partnerships.

- Communicate clearly with the child, young person, and their family to help them understand and navigate the system, for example conveying complex legal and medical information around Tier 4 admissions in a clear, accessible way.
- Work with services to increase understanding of the child/young person and family including their strengths, ambitions, and support needs.
- Coordinate assessments.
- Maintain/hold responsibility for continuity of care and support for the child or young person.
- Facilitate the provision of interventions to prevent admission to in-patient settings where appropriate and support to facilitate transition out of secure settings.
- Identify, guide, and refer to other services where needed e.g. carer support services, Child and Adolescent Mental Health Service (CAMHS), short breaks provision etc.
- Support to navigate statutory and non-statutory services within the community.
- Tracking the young person's progress on outcomes and facilitates a gradual 'step-down' programme where appropriate.
- Maintain clear, accurate records of work with each young person in accordance with local procedures on record keeping.
- Keep up-to-date records and support the evaluation of the project, providing relevant data and anonymised case studies.
- Assess procedures, systems and pathways of existing provision and teams and identify areas for improvement.
- Identify gaps in local and regional service provision and evaluate what is/is not working.
- Identify changes that would increase flexibility, integration, joined-up working, improve communication and above all lead to better outcomes for children and young people with autism and/or learning disability.

Support at home and in the community as an alternative to admission

- Coordinate care on behalf of the young person and their family to support community living.
- Supporting families to access Personal Budgets, to enable greater choice and control over their child/young person's care.
- Advise services on appropriate adjustments for the young person based on their autism profile.
- Support discharge from specialist services.
- Support settlement within community support.
- Exploring digital ways of support including through the use of apps.
- Ability to drive and with access to a vehicle to aid working across Coventry and Warwickshire

Champion of Autism

- Support colleagues across the system to become autism aware and provide autism friendly services.
- Model strategies relevant for children, young people and families with autism increasing levels of understanding.
- Actively listen so as to accurately capture and then convey the lived experience of the child or young person and their family Seek and offer supervision and/or support where appropriate.
- Rethink systems and approaches, based on what is in the best interests of children and young people.

Flexible and person-centred

- Delivery of flexible, personalised, and child-centred support, to ensure the complex and often varying needs of children, young people and their families are met.
- Use creative and accessible ways to communicate with children and young people with a range of communication needs, to agree a set of outcomes for the Keyworking intervention.
- Provision of an open and revolving door to allow young people to return and reconnect with their key worker to help with de-escalation, avoid crisis and re-admission.

Independence and Empowerment

- Support young people to develop their own solutions, led by their needs, wants and aspirations.
- Encourage young people to develop their own networks of support.
- Facilitate the provision and implementation of tailored behavioural and emotional support to help a child or young person and their families develop skills for progress and self-management to meet their agreed goals and outcomes.
- Develop an autism profile that helps an autistic person to understand their strengths and areas of support.
- Provide information, support, and advice to ensure that autistic people can access support they want when they need it.
- Support parents to access and implement support and tools for managing behaviour.
- Create and encourage a culture which prioritises keeping children and young people within the home and local community by persuasively communicating with a range of teams and services and staff at different levels of seniority.
- Keep track of young person's progress to gauge ongoing support requirements and address any challenges.

Support my Voice

- Advocate and challenge on behalf of the young person, including attending Multi-Disciplinary Teams (MDTs) and escalating issues where required.
- Be a trusted person who actively listens and understands the young people and families they are supporting.
- Represent and champion the young person and their family in discussions around provision of care as required, communicating compassionately with the young person and their family, and communicating confidently with the range of professionals involved in their care.
- Challenge inpatient admissions to ensure they are measured, appropriate and necessary. This may involve intervention, working with services to prevent admission to inpatient settings where appropriate.
- Troubleshoot on behalf of the child, young person and their family where required to ensure the necessary support is put in place to enable them to remain within or be discharged into the community and to promote joined-up, consistent care that meets their needs and rights. This may involve constructively challenging the status quo, bureaucratic decision making and decision making in silos.
- Any other task relevant to the role.

Additional roles/responsibilities:

Communication

Communicate effectively and appropriately at many levels, working with children, young people, adults,

and families with communication difficulties, with professional and care staff and with senior officers within a multi-agency environment. Communication style and methods should be adapted accordingly to deliver difficult information in a sensitive manner.

Responsibility for patients/clients

The post holder will:

- Act always in such a way as to promote and safeguard the wellbeing and interests of patients and clients in accordance with relevant professional regulation.
- To act always in such a way as to promote and safeguard the wellbeing and interests of patients and clients in accordance with National Occupation Standard
- Advise agencies on the most appropriate service for the child, dependent on need.
- Work in collaboration with adult mental health services for the care of young people whose mental health needs are likely to continue to adulthood.
- Devise structured and detailed plans of intervention using evidence-based practice, specifying need, interventions and desired outcome which may be implemented within a wide variety of care settings, i.e. school, short breaks.
- Maintain regular contact with the child in all potential environments, home, school etc.
- Maintain safe working practices, following the lone working policy.
- Provide advice to others regarding safe management of challenging behaviour.
- To work in partnership with others, to assess and identify the child/young person's needs, taking into account parenting capacity, environment as well as the child/young person's needs.
- Ensure care plans have clear measurable goals which have taken into account the views of the child/young person and carers.
- Coordinate the delivery of care, feeding in relevant information to support wider service planning.

Responsibility for staff

The post holder will:

- Adhere to Safety Policy for staff working in the community.
- Participate in staff supervision and appraisals.
- Plan and prioritise own workload.
- Maintain and develop professional knowledge and competence and demonstrate acquired knowledge.

The post holder must comply with health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry and Warwickshire Mind (CW Mind) policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the required Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:	CYP, families, colleagues	Responsible to:	Team leaders, Service Manager and Head of Operations
Date Reviewed	11/07/25	Date Updated	24.06.26

Person Specification

Job Title:	Specialist Keyworker	Job Number:	N/A
Directorate:	Coventry and Warwickshire Mind (CW Mind)	Post Number:	N/A
Services:	Children and Young People's Service	Grade:	N/A
Location:	Coopers Lodge, Coventry and Warwickshire Wide		

Area	Description
Knowledge:	- A proven understanding of the needs and characteristics of children and young people with a diagnosis of Autism and or complex communication difficulties - Strong, holistic understanding of the education, health, and care system to fulfil keyworking function of holding services to account - Experience of working with children and/or young people with learning disability, autism or both and complex needs and their families - A proven understanding of the difficulties likely to face children and young people with Autism and or complex communication difficulties - A proven understanding of strategies and resources that will support children and young people with Autism and or complex communication difficulties and awareness of locally available provision, as well as how to apply in practice. - A proven understanding of the role adults play, in supporting children and young people with Autism and or complex communication difficulties - An understanding of equal opportunity issues and an awareness of what this involves, e.g. being able to communicate with people from minority groups, people with disabilities - Strong understanding of children's mental health and human rights - An understanding of the challenges experienced by Parents of Children and Young People (CYP) with Special Educational Needs and Disability (SEND) and Autism - Legislative knowledge and relevant national policies including; Children and Families Act, Mental Health Act, Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS), 117 After Care Procedures, the Care Act, Equality Act, Chronically Sick & Disabled Persons' Act, SEND Code of Practice, Education Act, Keeping Children Safe In Education - An understanding of safeguarding procedures
Skills and Abilities:	- Empathy/Understanding – Believes in an approach that requires an understanding of needs from the perspective of the child, young person, and family - Respect – Respects the opinions and beliefs of the child, young person and their family and works to ensure they are represented, with a commitment to the principles of child-centred, personalised care - Positive and Solution focused – Has positive, solution focused approach to ensuring the best outcomes for the child, young person, and their family

	• Commitment – Commitment to ensuring the rights of young people with learning disability and/or autism are protected and enforced and that their views and preferences, and those of their families, are listened to. Tenacious in the pursuit of the appropriate support and outcomes
	• Always learning – Commitment to personal learning and helping the system learn and improve
	• Compassionate – To listen and respond to the needs to the child, young person and their family with understanding and compassion
	• Collaborative – Commitment to joined-up, collaborative working
	• Active listener – Committed to fully concentrate, understand, respond, and then remember what is being said by children or young people and their families
	• Skilled in developing and maintaining good relationships with children, young people, and adults
	• To communicate clearly verbally and writing and keep accurate and timely records, ability to influence, persuade and negotiate
	• To have good organisational skills
	• To be able to plan for the needs of individuals with autism and or complex communication difficulties
	• To be confident to work independently to model strategies and give advice to support children and young people with Autism and or complex communication difficulties
	• To be able to manage time effectively
	• To be able to act independently, work under own initiative and accept authority and supervision when appropriate
	• To be confident in delivering training packages
	• To be able to deal with situations calmly and efficiently
	• To be able to keep accurate records
	• To be able to work under pressure
	• To be computer and data base management proficient
	• To work as a member of a team
	• To be confident to lead meetings with parents and other professionals
Experience:	• Experience of working with children/young people with Autism and/or learning disabilities and complex communication and behavioural issues
	• Experience of liaising with multi-disciplinary professionals and working across agencies
	• Experience of delivering training
	• Experience of working with families
	• Experience of achieving change and unblocking the system
	• Experience of service development and change management
	• Experience of supervising others

Education	Relevant Professional qualification, e.g., social worker, nurse, occupational therapist, speech & language therapist, Teacher, JNC Youth Work – or relevant experience
	AND Meet Core Competencies: Placing child, young person and family at the centre Enabling direct support Effective communication Challenging and influencing Knowledge a) law and rights b) understanding the system Problem-solving a) individual/family level b) systems level Building strong relationships Coordinating Personalisation.

Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). <i>N.B For posts subject to Protection of Children and Vulnerable adults please delete as Appropriate</i>
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Date Reviewed:	25/10/20	Updated:	17/09/25
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