

What does a Keyworker do?

A Link to a Better Life

The role of a Keyworker, also known as Linkworker, is a professional point of contact for the people we support.

The responsibility of a Keyworker is to monitor, feedback, follow up and consider all aspects of the person's life. They ensure their needs are being met, and that they have a lifestyle of their choice. They will need to do this by making sure information is provided in a way which is meaningful to that person and reflects their chosen communication style and interests.

While Keyworkers are considered experts on the individuals they support, they are also part of a team who work collaboratively to meet the needs of all the people living within their service. Therefore, good communication and team collaboration is an essential part of the role.

The Active Support model must be applied consistently, ensuring the individual is involved and included in all aspects of their life, regardless of their abilities. If unfamiliar with this model or its implementation, please see **Fact Sheet – What is Active Support?**

Key Principles

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Personalised Support:

Keyworkers provide individual support addressing the specific needs and preferences of their linkworkee.

2

Holistic Approach:

Keyworkers consider all aspects of their linkworkee's life, including health, social, and emotional wellbeing.

3

Empowerment:

The goal is to enable people to gain greater independence by fostering confidence and self-determination.

4

Community Integration:

Keyworkers connect people to community resources, social activities, and support networks to promote inclusion and combat isolation.

5

Collaborative Working:

Keyworkers work collaboratively within their teams, as well as with external healthcare professionals, social services, and community organisations to ensure coordinated support.

Benefits of Linkworking

- **Enhanced wellbeing:** Comprehensive support enhances overall wellbeing and quality of life.
- **Reduced Isolation:** By linking individuals to social groups and community activities, Keyworkers help alleviate loneliness and social isolation.
- **Improved Access to Services:** They assist individuals in navigating and accessing a variety of services and resources.
- **Better Health Outcomes:** Addressing barriers to good health and wellbeing which leads to improved health outcomes.
- **Personal Growth:** Empowering individuals to support their personal development and growth.



Role of a Keyworker:



Person Centred Planning:

Developing and maintaining plans focused on the individual's preferences and needs.



Risk Assessment:

Conducting and reviewing risk assessments to ensure safety and wellbeing.



Monitoring and Feedback:

Responsible for monitoring all aspects of the individual's life and ensuring their needs are met according to their support plan and risk assessment.



Outcome Achievement:

Ensure that the outcomes in a person's support plan align with their personal dreams and ambitions.



Team Collaboration:

Liaising with colleagues, passing on information and ensuring good communication in all aspects of the person's support.



Family Liaison:

Ensuring effective communication whilst also respecting confidentiality. Facilitating positive relationships.



Evidence Gathering:

Collecting evidence of achievements through multimedia, maintaining accurate and timely records, preparing and hosting meetings, and sharing best practices with teams, social workers and families are essential responsibilities.



Creative Solutions:

Finding creative solutions to challenges and barriers the person may face and celebrating successes are integral to the role.



Personalised Communication:

Information should be provided in a manner that is meaningful to the individual, reflecting their chosen communication style and interests.



Health:

Overseeing health-related needs and coordinating medical care.



Money:

Assisting with financial management and budgeting.



Personal Care and Appearance:

Supporting personal care routines and maintaining appearance.



Domestic Support:

Helping with household tasks and domestic responsibilities when on shift but also ensuring other team members understand ways to fully engage with the person in a consistent and familiar manner



Tenancy:

Assisting with housing-related matters and tenancy issues.



Relationships:

Facilitating and supporting personal relationships.



Administration:

Handling administrative tasks related to the individual's support needs and plans.



Community:

Encouraging and facilitating community involvement and participation.



Consultation and Participation:

Engaging in consultations and ensuring active participation of the individual in their own care and support.



Celebration and Recognition:

Recognising and celebrating achievements and milestones.