

COLEBROOK HOUSING SOCIETY

JOB DESCRIPTION

JOB TITLE: Outreach Support Worker

REPORTS TO: Support Services Manager

HOURS: As per contract: to be worked flexibly according to client and organisational need. This could include bank holidays, weekends and evenings for which no additional payment is made; sleep-in duties, or occasional waking night for which an additional payment is made per respective duty.

LOCATION: East Cornwall – South Devon

OVERALL AIMS OF POST:

To be a part of the Outreach Support team, which works flexibly with clients who may have a range of support needs e.g. mental health, learning disability or vulnerable persons to support them to live fulfilled and independent lives. The post includes some administration tasks, associated with the role e.g. support planning, risk assessment and recording, as well as direct support.

CLIENT SUPPORT

- To assess, plan and deliver quality and accessible support services via an agreed Plan to maximise positive outcomes for clients and meet the requirements of the Service to include (but not limited to):
 - Maximising independence whilst minimising hospital admissions and homelessness
 - Enabling clients to increase choice and control over the service they receive
 - Supporting clients to make informed choices
 - Supporting clients in knowing their rights and entitlements
 - Establishing and maintaining a community network and promoting clients participation within their local community/service
 - Maximising a clients quality of life eg through improved social network or assistive technology
 - Building life skills and confidence eg to manage daily living skills/budgeting
 - Maintaining tenancy or licence agreement
 - Engaging in voluntary or paid employment
 - Domiciliary care if needed
 - Maintaining good health and wellbeing
 - Developing skills to stay safe
- To regularly review, record and monitor progress and development within agreed boundaries.
- To monitor service delivery and support as agreed between the client and involved agencies, adjusting in line with changing needs.
- To support clients at meetings and lead some reviews ensuring client consultation and involvement at all times.
- To have good local knowledge of resources and services available to clients and signpost as necessary.
- To promote and partake in service and contract reviews and feedback with managers, staff and clients to ensure the service is fit for purpose and identify areas of improvement or opportunities for development.

- To ensure timely alert and / or liaison with managers, other staff and / or organisations about client matters as required.
- To maintain effective communication and team working within the team, organisation and with other agencies.
- To manage a diary and support arrangements via a rota and / or directly with clients, ensuring support contracts are fulfilled and an effective use of working time.
- To access tools and resources to ensure the service remains accessible to clients.

ADMINISTRATION

- To undertake and maintain current and accurate client related paperwork eg support plans, financial returns or risk assessments with and on behalf of the client.
- To collate and maintain paperwork for service performance recording, monitoring and reporting purposes, submitting it in the required format and to deadline.
- To complete and return all other administrative paperwork associated with the post eg mileage expenses, timesheets etc to the required deadline.

HEALTH & SAFETY

- To perform all duties in a manner which ensures the health, safety and welfare of both yourself and those with whom you come into contact in adherence with policy, practice and procedure.
- To follow all safeguarding procedures in place and report any concerns to management as appropriate.
- To undertake health and safety duties to ensure the health, safety, welfare and security of staff, clients, premises and / or resources.

GENERAL

- To comply with all aspects of policies and procedures of the Society and the operational guidelines within each service and / or for each client.
- To be organised and manage workload – alerting a manager to any concerns.
- To represent the service in a positive manner, maximising promotional opportunities / development as they arise.
- To undertake any other reasonable duties required by your Manager.
- To uphold and promote Colebrook's Equality and Diversity Policy and ensure effective implementation in all aspects of service delivery and employment.
- To ensure the requirements of the Data Protection Act are complied with when carrying out the specific duties of the post.
- To participate fully in induction, supervision, performance appraisal and training.

Please Note: All job descriptions are reviewed on an ongoing basis. There is an expectation that all the above duties / tasks can be performed by Outreach Support Workers to meet the changing needs of services and / or clients.

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PERSON SPECIFICATION – OUTREACH SUPPORT WORKER

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be shortlisted for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at an interview.

FACTOR	ESSENTIAL	DESIRABLE
QUALIFICATIONS AND TRAINING	<ul style="list-style-type: none"> ➤ Valid driving licence and own transport available for work ➤ Valid motor insurance with business use ➤ Good command of English and maths ➤ ISA registration (currently on hold) Ability to work with vulnerable adults and children an enhanced CRB check will be undertaken upon appointment. 	<ul style="list-style-type: none"> ➤ Completed or undertaking relevant qualification or training in Health and social care. ➤ NVQ 2 in Care ➤ Learning Disability Qualification ➤ Substance misuse ➤ Mental health ➤ Older and vulnerable persons ➤ Advocacy ➤ Safeguarding (POVA / POCA) ➤ Basic food hygiene ➤ Manual handling ➤ Health and Safety ➤ Basic first aid ➤ Fire awareness training ➤ Person centred planning ➤ Any other relevant training experience
EXPERIENCE	<ul style="list-style-type: none"> ➤ Paid or voluntary experience of working with vulnerable persons with support needs and /or within a care or support setting ➤ Promoting and encouraging independence and personal responsibility ➤ Understanding of the issues involved when working with vulnerable people ➤ Empowerment and promoting individuals' right, choice and control ➤ Implementing and reviewing self directed support plans ➤ Working within a protection of vulnerable adults policy 	<p>Paid or voluntary experience of working with :</p> <ul style="list-style-type: none"> ➤ Working in supported housing ➤ Working in a not for profit organisation ➤ Working and liaising with Statutory and Voluntary services ➤ Challenging stigma and discrimination ➤ Lone working ➤ Handling petty cash ➤ Working with and implementing policies and procedures ➤ Understanding of the use of assistive technology

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE (Continued)		<ul style="list-style-type: none"> ➤ Encouraging clients to be involved in the development of the service and experience of working in a user lead way ➤ Experience of providing domiciliary care eg washing, dressing, personal care ➤ Working within a regulatory framework eg CQC
SKILLS	<ul style="list-style-type: none"> ➤ Good literacy and numeracy skills ➤ Effective written and verbal communication ➤ Ability to liaise with a wide range of professionals ➤ Ability to provide practical support ie daily living skills, completing forms etc ➤ Ability to work as part of a team and lone work ➤ Ability to work without constant direction and supervision ➤ Ability to identify and manage own stress levels ➤ Ability to work under pressure and prioritise workloads ➤ IT skills eg word processing, sending emails etc ➤ Keeping accurate records ➤ Demonstrates good techniques and tools for time management ➤ Ability to liaise with a wide range of professionals ➤ Work in an holistic way to meet individuals needs through partnership work with other agencies and reducing segregation ➤ Ability to promote and encourage meaningful activity, paid work, learning, volunteering etc through partnership work 	<ul style="list-style-type: none"> ➤ Basic report writing skills
KNOWLEDGE	<ul style="list-style-type: none"> ➤ Knowledge and understanding of issues relating to vulnerable persons ie mental health, learning disabilities, older persons ➤ Clear understanding of the Health and Safety at Work Act and responsibilities within this ➤ Awareness of the challenges that people may face in day to day life ➤ Clear understanding and commitment to equality, inclusion and diversity issues 	<ul style="list-style-type: none"> ➤ Knowledge of, Support Planning Process, Person Centred Planning and Recovery Model ➤ Understanding of relevant legislation ➤ Knowledge of the Mental Capacity Act ➤ Knowledge of emergency resources – ie Out of Hours teams ➤ Awareness of drug and alcohol issues, sensory needs or other support needs ➤ Basic knowledge of the CQC framework

FACTOR	ESSENTIAL	DESIRABLE
KNOWLEDGE (Continued)	<ul style="list-style-type: none"> ➤ Understanding of stigma, discrimination and social exclusion and ability to support people to overcome this ➤ Knowledge of a range of community activities and resources ➤ Knowledge of and ability to promote a healthy lifestyle ➤ Knowledge of local resources ➤ Basic knowledge of relevant Welfare Benefits and local resources for money management ➤ Basic knowledge of tenure issues ➤ Safeguarding and abuse issues 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> ➤ Positive outlook and a supportive and empathetic approach ➤ Positive and creative approach to providing support and problem solving ➤ Willingness to provide domiciliary care e.g. washing, dressing, personal care ➤ Willingness to work in a changing environment ➤ Willingness to develop personal and professional skills ➤ Willingness to work with policies and procedures ➤ Commitment to Colebrook Housing Society's Aims and Objectives ➤ Willingness to give and receive constructive feedback and resolve conflict ➤ Willingness to work flexible hours between 7am and 10pm 	

Signed (Postholder) **Date**

Signed (Line Manager) **Date**