| 1. **Job Details**
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| Job Title: | Outreach Support Worker |
| Team/Department: | Outreach |
| Reports to: | Team Leader | Location: |  |
| Appointment period: | Permanent | Hours |  |

| **Job Purpose** |
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| To be responsible for the provision of Support for Vulnerable People (Service Users) for the Company. |

| **Main Duties & Responsibilities** |
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| 1. To assist the Service Users allocated Social Worker in the delivery of the service.
	* 1. Provide transport/escort to Service Users as directed in line with support plans
		2. Conduct welcome and induction for Service Users
		3. Ongoing assessments of Service Users’ needs
		4. Provide ongoing support and monitoring of Service Users
		5. Assist in the management of all health issues, physical, mental and emotional
		6. Preparation of reports
		7. Arrange appointments with various partner agencies
		8. Maintaining regular contact with Service Users
		9. Informing Service Users of support groups
		10. Assist Move-On of Service Users
		11. To deliver ASDAN programme to all Service Users with the aim of achieving independence upon turning 18
2. To accurately record, create, maintain and update electronic records in respect of our Service Users.
3. To prepare for and attend meetings as required or directed.
4. To provide mediation to Service Users as required and/or directed.
5. To effectively use IT packages to support the work of the company.
6. To work effectively and cooperatively across multi-disciplinary teams.
7. To observe and maintain strict confidentiality in respect of the Service Users, Clients and Company.
8. To pro-actively assist in the development of policies and procedures of the Company.
9. To report any housing issues to the Services Department and to assist, where required, in the resolution of any defects.
10. To undertake On-Call duties as directed.
11. Able to show flexibility to cover at different times and locations if required by the Business.
12. Attend team meetings and supervisions on a regular basis as requested by management.

**General Accountabilities** 1. Ensuring the highest standards of quality are achieved in all duties carried out.
2. Communicating effectively within the team, with other teams and across the company.
3. Conducting all activities in a manner in line with the company’s vision, promoting good external relations and a positive image of the company.
4. Responsible for meeting individual performance targets as agreed with the post holder’s manager.
5. Supporting the culture of cross sectional working, encouraging a culture of project work focusing on the objectives of the company. Actively participating or leading in projects and corporate tasks as required.

**Health and Safety** The post holder is required to carry out the duties in accordance with the company Health and Safety policies and procedures.**Diversity**The post holder is required to have due regard to equal opportunities at all times and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures. **Confidentiality** The post holder is required to observe and maintain strict confidentiality in respect of Service Users, clients and all company information.**Other Duties**The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required 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 the general scope of this post will be mutually agreed with the post holder. |

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

|  | Requirements | Essential / Desirable | How Assessed |
| --- | --- | --- | --- |
| **Qualifications/****Requirements**  | High standard of general education.  | E |  |
|  | NVQ Level 3 Health & Social Care - Children and young People (CCYP) or equivalent, or willing to work towards | E |  |
|  | Enhanced DBS record. | E |  |
|  | Willingness to undertake further training. | E |  |
|  | Current full driving licence with business Insurance | E |  |
| **Experience**  | In a relative social care environment. | E |  |
|  | Experience of working in a Residential setting | D |  |
|  | In dealing with individuals from ethnic minority groups. | E |  |
|  | In dealing with vulnerable people from a variety of backgrounds. | D |  |
|  | In conflict management | E |  |
|  | Frequent use of computerised admin systems in busy working environment.  | E |  |
| **Aptitude**  | Good written, verbal, and communication skills. | E |  |
|  | Negotiation skills. | E |  |
|  | Able to work to tight deadlines | E |  |
|  | Confident on a computer and with Microsoft packages | E |  |
|  | Able to deal with conflict situations in a calm yet firm manner. | E |  |
|  | Able to make quality decisions under pressure. | E |  |
|  | Effective use of time management. | E |  |
|  | Take on new ideas and be adaptable to ‘change’ | E |  |
|  | Able to follow policies and procedures taking appropriate action when necessary. | E |  |
|  | To meet administrive targets | E |  |
|  | Ability to risk assess situations effectively | E |  |
| **Knowledge**  | Working knowledge of supported living requirements and issues.  | E |  |
|  | Understanding of housing issues affecting vulnerable People. | D |  |
|  | Understanding of current issues affecting Vulnerable People. | E |  |
| **Disposition** | Enthusiastic and confident with a positive attitude. | E |  |
|  | Versatile, flexible and cooperative approach to work. | E |  |
|  | Work effectively across multi disciplinary teams. | E |  |
|  | Ability to maintain confidentiality. | E |  |
|  | Credible with staff and Service Users. | E |  |
|  | Willingness to work unsocial hours if required to meet business needs | E |  |
|  | Committed to self-development | E |  |

**Essential/Desirable:**

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

**How Assessed:**

A = Application I = Interview OM = Other Means (e.g. presentation, test, etc.)