

JOB DESCRIPTION

Job Details

Job Title:	Outreach Support Worker		
Team/Department:	Service Delivery		
Reports to:	Team Leader	Location:	Various
Appointment period:	Permanent	Hours:	37.5

Job Purpose

As Outreach Support Worker you will be responsible for the direct outreach support work with service users and, sometimes, their families.

The position involves developing a supportive and positive relationship with the service user in order to guide and support the use of behaviour management techniques and organised activities in order to promote self-esteem and a move to independence.

You will advise and guide service users displaying risk-taking behaviours challenging behaviour, drug and alcohol misuse, neglect issues and violence amongst other challenging situations.

About You

For a successful application, you'll need to have an understanding of the complex interdependencies of mental health, substance abuse, offending behaviour, homelessness, CSE/CCE amongst others.

You adopt a creative approach to problem solving, getting and keeping people engaged and demonstrating empathy. You promote the rights, responsibilities and informed choice of the people receiving the service.

You know when to seek assistance or supervision and how to engage meaningfully in planned support. You can adapt to changing and emerging needs, demonstrating flexibility and resilience in challenging situations. You have an understanding of Bedspace and a belief in its values and principles.

You're experienced in data collection, administration and recording procedures, with the ability to maintain accurate case notes and organise own case load to support our contracts. You have demonstrable skills in promoting independence, alongside experience of using Microsoft Office applications. You are professional and values led with integrity, inclusivity and respect for diversity, with an ability to work in uncertainty and maintain a positive approach.

You're able to work flexibly, and when needed outside of work hours. You have an ability and commitment to working with vulnerable customer groups and people with complex needs, at a pace and a way in which they chose to work. You can show leadership qualities, skills of a strong negotiator and have the ability to advocate and be diplomatic. You'll have a sense of humour, are personable and accept that things won't go as you think.

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Main Duties & Responsibilities

Service Delivery

1. To assist the Service Users allocated Social Worker in the delivery of the Bedspace Outreach service.
 - a) Provide transport/escort to Service Users as directed in line with support plans
 - b) Conduct welcome and induction for Service Users
 - c) Ongoing assessments of Service Users' needs
 - d) Provide ongoing support and monitoring of Service Users
 - e) Assist in welfare and NHS issues
 - f) Preparation of reports
 - g) Arrange appointments with various partner agencies
 - h) Maintaining regular contact with Service Users
 - i) Informing Service Users of support groups
 - j) Work in line with ASDAN framework to develop independent living skills
 - k) Assist Move-On of Service Users
2. Identifying and liaising with appropriate support services, community resources and activities that meet individual outcomes
3. Supporting and guiding less experienced staff, if required, including overseeing colleagues and students undertaking associated or support duties.
4. During the course of daily work, to observe and record the behaviour of people we support and report any concerns to senior staff.
5. To provide mediation to Service Users as required and/or directed.
6. Attend regular Supervisions and discuss progression of service users. Develop your own practices through supervisions, training and CPD.

Partnership Working

7. To prepare for and attend meetings as required or directed as part of the overall support of the service user.
8. To work effectively and cooperatively across multi-disciplinary teams.

Administration

9. To accurately record, create, maintain and update electronic records in respect of our Service Users.
10. To ensure that the policies and procedures of Bedspace are carried out effectively and sensitively.
11. To effectively use IT packages to support the work of the company, ensuring all contractual obligations are adhered to.
12. To observe and maintain strict confidentiality in respect of the Service Users, Clients and Company.

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13. To report any housing issues to the relevant Department and to assist, where required, in the resolution of any defects.
14. Able to show flexibility to cover all offices across the company as and when required to meet the needs of the business.

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.

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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 willingness to achieve within 2 years.	E	
	Enhanced DBS record.	E	
	Willingness to undertake further training.	E	
	Current full driving licence with business Insurance	E	
Experience	In a related 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 possible problematic background.	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 and be computer literate.	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 administrative 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	

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Requirements		Essential / Desirable	How Assessed
	Credible with staff and Service Users.	E	
	Willingness to work unsocial hours.	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.)