

## **JOB DESCRIPTION**

**Job Title:** Outreach Worker

**Accountable to:** Supported Living Manager

### **Purpose of Job:**

1. To provide flexible support services to service users living independently to enable them to take control of their own lives.
2. To provide support which is tailored to an individual's needs and preferences.

### **Specific Duties:**

#### **1. Service User Support**

- 1.1 To provide support as required by individual service users which promotes their independence and personal development.
- 1.2 To assist service users to maintain their tenancy.
- 1.3 To act as a keyworker to individual service users and assist them to achieve the goals they wish to achieve.
- 1.4 To assist service users with claiming welfare benefits and budget their income.
- 1.5 To assist service users in the development of their household, social and problem solving skills.
- 1.6 To support service users in maintaining a safe home environment, reporting any issues of concern to the Supported Living Manager.
- 1.7 To assist service users to use community facilities of their choice.
- 1.8 To assist service users with their medication management.
- 1.9 To assist service users in accessing employment and education opportunities.

1.10 To participate in a rota which provides a 24-hour crisis line for service users.

## 2. **Administration**

2.1 To provide regular oral and written reports to the Supported Living Manager.

2.2 To keep all the homes records up to date.

2.3 To follow the Organisation's financial policies and procedures.

2.4 To ensure the Organisation's policies and procedures are followed at all times when delivering services.

## 3. **Confidentiality**

3.1 Ensure any information relating to service users, staff or the Organisation's is treated in the strictest confidence and according to the Organisation's policies and procedures.

## 4. **Equal Opportunities**

4.1 To work within and promote compliance with Prospect's Equality and Diversity policy in all areas.

## 5. **Health and Safety**

5.1 To work within the Organisation's Health and Safety Policy.

## 6. **Other**

6.1 To attend training courses, seminars and other forms of training as required to assist in carrying out the duties of the post effectively.

6.2 To carry out other duties as requested by the Supported Living Manager and senior managers of the Organisation.

April 2005

## PERSON SPECIFICATION

**Job Title: Outreach Worker**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications:</b>		
NVQ Level 2 or above in care or equivalent		✓
<b>Work Related Experience:</b>		
1. Paid or voluntary experience of working in a housing, community or social work setting		✓
2. Experience of working with people who have a learning disability/mental health needs/acquired brain injury		✓
<b>Skills and Knowledge:</b>		
3. Understanding of the needs of people with learning disabilities/mental health needs/acquired brain injury	✓	
4. Ability to work in an empowering way	✓	
5. Ability to work on one's own and as part of a team	✓	
6. Ability to maintain confidentiality	✓	
7. Excellent oral and written communication skills	✓	
8. Ability to adapt to change and new ways of working	✓	
9. Ability to make decisions	✓	
10. Ability to promote and implement the Organisation's Equality & Diversity Policy	✓	
11. Knowledge of Welfare Benefits		✓
12. Ability to participate in community, social and sporting activities with service users.	✓	

	<b>Essential</b>	<b>Desirable</b>
<b>Other:</b>		
Ability to work evenings and weekends	✓	
Ability to be on-call	✓	
Car owner/driver	✓	
Be punctual	✓	
Be friendly	✓	
Ability to work additional hours when required		✓

April 2005