

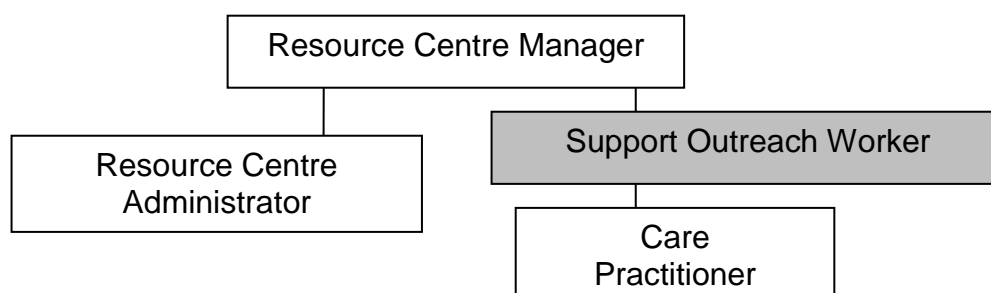
## Job Description and Person Specification

<b>Job title:</b>	Support Outreach Worker
<b>Directorate:</b>	Communities
<b>Service:</b>	Adult Social Care
<b>Team:</b>	Responsive Care Providers – Day Opportunities
<b>Post number:</b>	
<b>Salary grade:</b>	E
<b>Work location:</b>	Greenfield House
<b>Reports to:</b>	Resource Centre Manager
<b>Supervises:</b>	

### Job Purpose

- Ensure that all services offered in the building and in the community meet Adult Social Care principles of enablement and maximising independence and self directed support
- Outreach: to develop programmes within the community.
- To develop programmes of activities operating through the Resource Centres
- Ensure that the services offered provide value for money.
- To develop and maintain facilities, activities and practices within and from the Resource Centres.
- To support the Resource Centre Manager to co-ordinate the smooth running of the Resource Centre, including the appropriate deployment of care practitioners.
- To assist in assessing the needs of people with physical disabilities, learning disabilities, frailty and dementia or other associated conditions.
- To plan and carry out individual care and activity programmes to meet the physical, emotional and developmental needs of customers accessing the service.

### Structure Chart



## Main Duties and Responsibilities

1. To ensure that customers are regularly consulted with and that the support provided meets their needs.
2. To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
3. To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.
4. To organise, develop, prepare and implement programmes of activities planned to meet the individual needs of the Resource Centres' users, both within and outside the Resource Centres, under supervision by the Resource Centre Managers.
5. To work within the Resource Centres' staff teams, to negotiate and implement individual care plans to meet customers' needs and enable these needs to be met in the community.
6. To support, guide and direct the Care Practitioners in the absence of the Resource Centre Manager, or as delegated and to provide on going supervision; both formal and informal.
7. To deal with problems and emergencies in the absence of the Resource Centre Manager, and to seek guidance from the Senior Management Team.
8. To undertake the named/link worker role with a group of customers agreed with the Resource Centre Managers including the reception and induction of new customers.
9. To supervise and participate with the provision of personal care for customers including personal hygiene/continence needs, and assisting customers who require additional support.
10. To support customers with the day to day impact of their disability including associated mental health issues, including reporting to the Resource Centre Manager and monitoring.
11. To maintain customer records and contribute to the assessment and review of customers and to contribute to review meetings as necessary.
12. To liaise with carers, relatives, colleagues and other agencies outside the Resource Centres as necessary, in order to maximise the customers' present and future development
13. To undertake delegated responsibility for specific areas of work within the Resource Centres as agreed with the Resource Centre Manager (e.g. Health and Safety, and training).
14. To ensure customers access the appropriate transport to meet their needs and participate in passenger assistant duties when required.
15. To share responsibility for the safety, tidiness, cleanliness and security of work areas used and for the care of all equipment in those areas.
16. To carry out such other tasks commensurate with the post which may from time to time be required for the efficient running of the Resource Centres, including the covering of other duties.
17. To lead activity programmes that develop the personal, social and occupational skills of customers.
18. To take responsibility for and attend to any emergency customer issues (e.g. unpredictable behaviour, illness, etc.) promptly and in accordance with relevant policies and procedures, seeking advice from colleagues when necessary and reporting all such incidents.
19. To work within the Resource Centre rota so that customers are supported at lunchtimes as appropriate.
20. To gather customer information from relevant sources (e.g. colleagues, partners, etc.) and to ensure that reviews are customer led.
21. To maintain customer records and care plans, and compile and present reports on customers' progress as required.
22. To act as the Link worker for relevant customers.
23. To liaise with customers, parents, carers, relatives, colleagues and other agencies as necessary in order to maximise the customers present and future development using Person Centred approaches.
24. To adhere to the West Berkshire Council dress code and to represent the council in a professional and appropriate manner at all times whilst at work.

**Scope (impact on/control of resources, people, money etc)**

1. Contributes to the wellbeing of vulnerable adults.
2. Manage the needs of a group of customers. Numbers will be dependent on the complexity of the individual.

**Person Specification**

<b>Qualifications</b>	<b>Essential/ Desirable</b>	<b>Internal Use Only</b>
Educated to Level 3 in care or equivalent or prepared to study for necessary qualification	<b>E</b>	<b>1</b>
<b>Experience</b>		
Providing personal care to vulnerable adults	<b>E</b>	<b>1</b>
Food handling qualification	<b>E</b>	<b>2</b>
Experience of setting up and developing occupational sessions both in a Resource Centre setting and in the community	<b>E</b>	<b>3</b>
<b>Knowledge and understanding</b>		
Knowledge of H&S	<b>E</b>	<b>1</b>
Knowledge of the safeguarding adults process.	<b>E</b>	<b>2</b>
Knowledge of change management.	<b>E</b>	<b>3</b>
Knowledge of the self-directed support process/personalisation /personal budgets.	<b>E</b>	<b>4</b>
Knowledge of health and social care services, private and voluntary services.	<b>E</b>	<b>5</b>
<b>Skills and abilities</b>		
Ability to use Email and Outlook and to use a web browser to access information.	<b>E</b>	<b>1</b>
Basic ability to use Microsoft Office software.	<b>E</b>	<b>2</b>
Ability to ensure that policies and procedures are implemented in practice.	<b>E</b>	<b>3</b>
Ability to communicate effectively and in a positive manner with customers, carers, colleagues and other professionals.	<b>E</b>	<b>4</b>
Ability to relate to customers with a sense of understanding and patience.	<b>E</b>	<b>5</b>
Respect for confidentiality.	<b>E</b>	<b>6</b>
Able to cope calmly in an emergency situation.	<b>E</b>	<b>7</b>
Ability to read and write simple reports.	<b>E</b>	<b>8</b>
<b>Work-related personal qualities</b>		
Ability to prioritise and delegate	<b>E</b>	<b>1</b>
Good interpersonal skills	<b>E</b>	<b>2</b>
Consultative and negotiation skills	<b>D</b>	<b>1</b>
Commitment to ensuring anti-discriminatory and anti-oppressive practice.	<b>E</b>	<b>3</b>
Positive attitude towards risk enablement / management	<b>D</b>	<b>2</b>
<b>Other work-related requirements</b>		
Flexibility and adaptability	<b>E</b>	<b>1</b>
Ability to drive with full, clean driving licence	<b>E</b>	<b>2</b>
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	<b>E</b>	<b>3</b>
Enhanced DBS check with relevant barred list/s	Yes/No	