

JOB DESCRIPTION Outreach Worker

POST

POST TITLE	Outreach Worker
POST GRADE	SK8 (£22,158 per annum)
ALLOWANCES	Mileage
WORKER TYPE:	Agile/Flexible
CONTRACT TYPE:	Fixed Term
RESPONSIBLE TO:	Change 4 Lincs Partnership Manager
RESPONSIBLE FOR:	N/A

JOB PURPOSE:

- 1 To identify and directly engage with rough sleepers in the partnership area
- 2 To provide responsive and effective support those people who are currently living on the streets to enter into safe and suitable accommodation.
- 3 To ensure immediate needs are assessed and met, respecting wishes of individuals
- 4 Act as individual 'Keyworker' to a group of identified people, taking lead responsibility (and acting as lead contact with other services) for the co- ordination and delivery of their support.

PRINCIPLE DUTIES AND RESPONSIBILITIES

- 1 Work with people offering supported opportunities for them to improve their quality of life, develop their skills and make decisions about their future.
- 2 Providing general practical and emotional support to people in order to promote their independence and recovery
- 3 Responding appropriately to chaotic and challenging behaviour to promote the well-being of people we support and staff
- 4 Liaise with referral teams/agencies regarding vacancies and referrals.
- 5 Participate in the staff team's provision of individual support and needs assessment, including risk assessment, advice, emotional support and practical assistance.
- 6 Participate in assessing and reviewing future housing and support needs, and in identifying and co-ordinating internal and external services and referrals in response to these.
- 7 Keep appropriate records of interventions with people and inform other staff of relevant issues.

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- 8 Facilitate regular consultation and action to enable people to make decisions concerning their resettlement options with a view to independent living.
- 9 Assist in arranging appointments with the relevant professionals e.g. Social Workers, Probation Officers, Medical Staff.
- 10 Provide advice and assistance to people on personal budgeting, debt management and claims for welfare benefits.
- 11 Encourage peoples involvement in the development and operation of the service, facilitating appropriate consultation and participation.
- 12 Provide a non-specialist support service with regards to prompting people (where appropriate), to take prescribed medication on a day-to-day basis.
- 13 If required, participate in on-call to ensure adequate cover is maintained for service delivery, where appropriate.
- 14 Share responsibility for the effective use of information systems and procedures regarding people and other records, e.g. finance and staff communications.
- 15 Be a member of the staff team working to provide a safe, sound and supportive environment. Participate, with other staff, in providing a broad range of activities and services (which take into account individual peoples circumstances and preferences) aimed at enabling people to live with reducing levels of support when appropriate.
- 16 Ensure compliance with appropriate Lincolnshire Safeguarding Policies and Procedures.
- 17 Actively promote equal opportunities and value diversity as both an employer and as a direct service provider, fostering a culture of fairness, equality and respect
- 18 Understand the Corporate Plan priorities and values of each Partner and contribute to the delivery of these in the provision of high-quality services to customers
- 19 Any other work required and as directed within the confines of the existing grading and post.

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PERSON SPECIFICATION Outreach Worker

Experience/ Knowledge	<ul style="list-style-type: none"> • Understanding the impact of rough sleeping on individuals health and wellbeing • Understanding in the disadvantages and barriers experienced as a result of sleeping rough • Experience of dealing with and supporting vulnerable clients • Experience of working in an outreach setting • Experience of producing support plans for vulnerable people • Experience of 1:1 support work relating to vulnerable people
Qualifications	<ul style="list-style-type: none"> • Good standard of general education (4 x GCSE or equivalent)
Competencies	<ul style="list-style-type: none"> • Advise, guide, and persuade others • Effective problem solver • Ability to drive consensus and shared values and vision • Able to build and maintain effective relationships with customers, colleagues, and partners • Excellent communication skills able to communicate effectively at all levels in a clear way • Approachable, empathetic, with good listening skills. • Good organisational skills • Ability to deal with clients, colleagues, partners, tactfully in difficult situations and to be assertive as appropriate.
Personal Qualities and Attributes	<ul style="list-style-type: none"> • Ability to work on own initiative, assess priorities and meet deadlines. • Calm even under pressure and in demanding situations. • Understanding, caring and helpful nature. • High level of commitment and enthusiasm and desire for job satisfaction. • Desire to do work to a high standard and help others. • Able to understand the emotional and physical impact of rough sleeping on rough sleepers.
Behaviour	<ul style="list-style-type: none"> • Effective communication • Working together • Taking personal responsibility • Respecting Others • People Focused • Embracing change • Professionalism

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Personal Circumstances	<ul style="list-style-type: none">• Flexible approach to working hours and duties as role WILL require early morning, evening work and occasional weekend work.• Own transport and driving licence.
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