

COMMUNITY OUTREACH WORKER

Role Profile



Title	Community Outreach Worker	
Grade	GRADE E	
Reference:	N523	
Reports to:	Community Outreach Team Leader	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	To support the care management process and work with adults with a variety of care and support needs, some of which will be complex (e.g. learning disability, mental health, physical and sensory disabilities) in order to promote independence, health and wellbeing: enhancing quality of life, encouraging them to develop wide links within the community, signposting and facilitating involvement with a range of services and agencies via research, advice, information and support.	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Productive liaison with care co-ordinators and other agencies, where appropriate (10%) ▪ Management and prioritisation of a caseload of adults in need (25%) ▪ Interfaces with community groups and resources, developing and raising awareness to maximise opportunities for inclusion (10%) ▪ In consultation with service users, family and other staff, gather evidence and provide feedback to care management with reference to care plans (10%) ▪ Advocate on behalf of person being supported, including as Appropriate Adult (25%) ▪ Adult safeguarding maintained via challenging poor practice, reporting abuse and ensuring safety (20%) 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Agreed referral outcomes achieved ▪ Accurate recording on Carefirst describing and feedback of key points ▪ Increased opportunity and choice for community involvement ▪ Community resource directory and sharing on knowledge in place and updated ▪ Appropriate Adult requests are supported ▪ Adherence to confidentiality and sensitivity working practices ▪ Level of advocacy identified (correct referrals made) ▪ Safeguarding risks identified and reported on ▪ Correct care package identified
Key activities	<ul style="list-style-type: none"> ▪ Periods of lone working with and continuous risk assessing of individuals and 	

	<p>environments presenting a wide range of abilities and difficulties, and with often complex lives, to achieve clear and focused outcomes (30%)</p> <ul style="list-style-type: none"> ▪ Planning and working using own initiative to achieve focused and measurable referral outcomes (15%) ▪ Observing, evaluating and monitoring the quality of care packages, including feedback of an individual's living situation and established needs (5%) ▪ Attending meetings, conducting direct communication with referrer, producing recommendations and working alongside a range of external providers (5%) ▪ Compiling reports to establish and maintain supportive contact with service users, residential care services and other agencies (5%) ▪ Recording of confidential client information (10%) ▪ Providing a support network and supporting access to family members, friends, local community and social opportunities (5%) ▪ Within PACE (Police and Criminal Evidence Act), working in Appropriate Adult role by attending Police Station to support direct questioning of adults with care and support needs (5%) ▪ Supporting with finance issues, including sign-posting (10%) ▪ Providing immediate crisis response for service users when need is identified (5%) ▪ Researching, developing, collating and maintaining a community resource directory (5%) ▪ Carrying out other duties as appropriate to the grade of the post
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ Knowledge and experience of the care planning and review process ▪ Knowledge of Care Management and the principles of Community Care and other relevant legislation ▪ NVQ3 in Care / Promoting Independence, or equivalent qualification
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Full driving licence ▪ Knowledge of Council policies and procedures as they relate to your role: Equal Opportunities, Health and Safety, risk assessments, manual handling regulations and lone working policy
Essential experience	<ul style="list-style-type: none"> ▪ Experience of working with a range of adults (17+) with a variety of needs ▪ Understanding and experience of the need for dignity, respect and sensitivity when working with adults with a range of needs
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of lone working in a variety of community settings, including home visits which may involve exposure to potentially unpleasant environments or people-related behaviour ▪ Experience of interpreting situations and assessing risk to self, service user and members of the public
Essential skills	<ul style="list-style-type: none"> ▪ Ability to recognise signs of abuse/self-neglect and raise appropriate alerts

- Ability to work with adults with care and support needs and young people transitioning into adulthood
- Ability to understand boundaries relating to duties of the role
- Planning skills regarding changes to the service or activities that the adults with needs access
- Strong interpersonal skills to meet the demanding needs of service users in order to support them within the community, enabling them to maximise their choices and working towards greater independence and access to community-based activities
- Ability to develop good relationships with users, carers and other professionals
- Effective communication skills with the ability to use a range of techniques and/or resources
- Ability to identify the support requirements of service users and to problem-solve on their behalf
- Keyboard skills required to record assessments, access Carefirst system and research and store information
- Ability to work in service users' homes where conditions are often unhygienic and hazardous and where safety is not observed, resulting in potential risk of abuse and violence

Corporate standards

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.