

JOB DESCRIPTION

Job title: Support Worker (Outreach)

Section: Adult Support Services

Directorate: People and Communities

Reports to: Service Coordinator

Location: As per contract

Hours: As per contract

Job Purpose:

To provide outreach support to adults with care and support needs within their own homes and their local communities, supporting them to maintain independence, exercise choice and control in their lives, enhance their quality of their life, and maximise their potential.

Due to the nature of the work, the support worker will often be lone working. The need to respond appropriately to a range of situations, including emergencies, is therefore very important.

Main Duties:

1. Provide support to enable people with a range of care and support needs to live as independently as possible in accordance with their support plans, any health action plans, risk assessments and guidelines, and best practice guidance. Provide practical support, coaching and encouragement so that people using the service can develop their skills, abilities and interests whilst respecting their individual needs and choices. Identify and report any changes in need.
2. Provide support, advice and help to others to manage their health care needs (e.g. monitoring changes or administering medication), and to access mainstream health services according to individual needs. Undertake some specialist care tasks where required and when appropriately trained to do so.
3. Work to counter discrimination in the lives of people using the service by positively and proactively challenging opinions and stereotypes. Empower individuals to take control and make choices in every aspect of their lives.
4. Support individuals to maintain contact with family and friends where desired and to establish contact with neighbours and the local community. Provide practical support and encouragement to enable people to find out about local employment, social and leisure activities, promoting inclusion in the community.
5. Keep all necessary records as required by the service. Ensure that all records are accurate, factual, complete and up to date, and confidentiality is maintained in accordance with organisational policy.
6. Provide support and information to enable people using the service to budget and manage their finances where required.

7. Work in strict accordance with Health and Safety policies and procedures to promote everyone's health, safety and welfare.

8. Recognise and respond appropriately to allegations or disclosures of abuse following the appropriate policies and procedures.

9. Work in partnership with other professionals, groups and agencies as appropriate to provide a consistent, joined-up service to individuals.

Person Specification

Qualifications, Knowledge, skills & experience

Qualifications Required	Subject	Essential/Desirable
Care Certificate	Health & Social Care	Desirable
Key Skill Level 2: NVQ level 2 or equivalent	Health & Social Care, Dementia	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/desirable
Knowledge, skills & experience		
Support	To have a caring, responsive and empathetic approach to the support of individuals and their family members	Essential
Promoting Independence	Able to recognise existing skills and adapt the support provided to develop independence skills	Essential
Written Documentation	Able to follow written care and support plans, guidance and risk assessments.	Essential
Safeguarding	Able to recognise and take appropriate action when someone is at risk of harm or abuse	Essential
Communication	Able to interact and communicate with clients with a range of needs and from a variety of backgrounds and other professionals.	Essential
Work Approach	Have a flexible approach to work and willingness to adapt to change as the scheme develops.	Essential

Disclosure Level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work Type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible	Field √	Home
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