

Job Description

Job title	[Community Support Outreach Worker]
Directorate	PEOPLE : Children and Adults
Division	[Adults Social Care]
Range	MPR 3
Reports to	[Team Manager]

Main purpose of the job:

[Provide support to adults with a range of needs in order to promote their independence and provide a supporting and encouraging environment.

The role would include co-working cases where there are less complex actions needed to support the case to move to an annual review. Eg: making referrals, linking service users to community resources, providing information and advice. Completing case notes on the client record system. Support and oversight would be provided by a senior social worker.

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Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

[Support service users in their own home, from an acute hospital ward or in a community setting, by enabling, empowering, promoting independent living and reinforcing and maintaining existing daily living skills as part of a support/care plan in order to encourage service users to regain their confidence, self-esteem and independence.

Work in collaboration with practitioners, social workers, occupational therapists and the wider multi-disciplinary team including Transitions team from children's services to adults in order to ensure that service users needs are met through support/care plans.

Provide information and advice to service users, sign posting them to other services in the community in order to ensure they are able to access the right support at the right time.

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Develop and sustain a supporting working relationship with service users in order to help them make positive life choices.

Adhere to the Council's safeguarding procedures in order to escalate concerns as appropriate.

Maintain accurate and up to date client records in line with GDPR legislation, using the Adult's case recording system to promote effective case management.

Contribute and participate in purposeful supervision, as required to ensure reflective discussions and management oversight of workload.]

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Accountabilities to the Adults we work with:

Make no decision without me about me.

- Be a good listener.
- Be non-judgemental.

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- Be contactable.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.
- Be resourceful in your approach.
- Be ambitious and professionally curious for Adults with care and support needs and promote others to share the same drive.

Organisation:

This role reports to the Team Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSE's (grades 4-9) or equivalent
- A Diploma or Level 2 in Health and Social Care or equivalent.

Level B (in addition to level A criteria)

- Willingness to work towards a Level 3 or equivalent in Health and Social Care or equivalent.

Level C (in addition to levels A and B)

- Level 3 in Health and Social Care or equivalent.
 - Evidence of continuous professional development
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Knowledge

Level A

- An awareness of legislation, policies and procedures relevant to adult social care including safeguarding.
- An awareness of mental health issues and their consequences.
- An awareness of equality and diversity principles.
- Understanding of individual's goals and how to support people to achieve.

Level B (in addition to level A criteria)

- Good working knowledge and understanding of legislation, policies and procedures relevant to adult social care including safeguarding processes.
- A good understanding of services available within the community including benefits, employment and housing support.
- Good knowledge of mental health issues and the impact on services users, family and carers.

Level C (in addition to levels A and B)

- Knowledge and understanding of equality and diversity principles and relevant legislation and obligations.
 - Developed knowledge of mental health issues and understanding of the needs and impact on service users, family and carers.
 - Working knowledge of other council services to support your role and work with individuals and families. For example, housing, welfare support, Public Health.
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Experience

Level A

- Experience of working within a social or health care setting with vulnerable adults
- Experience of establishing positive relationships with service users, carers and their families.
- Experience of recognising and working within transparent professional boundaries
- Experience of responding to customers in a courteous and helpful manner, keeping them advised of progress.
- Experience of using digital case management systems.
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Level B (in addition to level A criteria)

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- Experience of working in a multi-agency environment.
- Experience of supporting collaborative and partnership working.
- Experience of establishing local community links and providing opportunity to be part of their community
- Experience of reviewing individual progress and modifying goals.

Level C (in addition to levels A and B)

- Extensive experience of working within a social or health care setting with vulnerable adults.
 - Working independently and providing regular feedback to the allocated worker where appropriate.
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Skills

Level A

- Proficient in the use of Microsoft Word, Excel, and Outlook
- Ability to work effectively under pressure, managing time and workload effectively.
- Ability to build rapport and relationships.
- Effective communication and interpersonal skills.
- Ability to work effectively as part of a team.
- Ability to appropriately handle confidential and sensitive information.
- Full UK driving licence – the Council is committed to making reasonable adjustments so whilst this job requires the post holder to drive your application will still be considered if you are unable to drive due to a disability.

Level B (in addition to level A criteria)

- Ability to work independently, using initiative to deal with straightforward problems.
- Ability to use judgment and creativity to assess situations and solve varied problems.
- Ability to support and reassure individuals who may be experiencing distress or low mood.
- Ability to contribute to goal setting and review goals and progress for an individual.

Level C (in addition to levels A and B)

- Ability to effectively present varied information to individuals in an understandable way.
- Ability to think creatively and demonstrate a solution focused approach, working with individuals to support their needs, and enable positive risk taking.
- Be able to effectively advocate the wishes of individuals in various settings.