

Job Description and Person Specification

Job title:	Support Outreach Worker
Directorate:	Communities
Service:	Adult Social Care
Team:	Responsive Care Providers – Day Opportunities
Post number:	03786
Salary grade:	H
Work location:	Resource Centres
Reports to:	Resource Centre Manager
Supervises:	Care Practitioners, Cleaners (Phoenix Centre only)

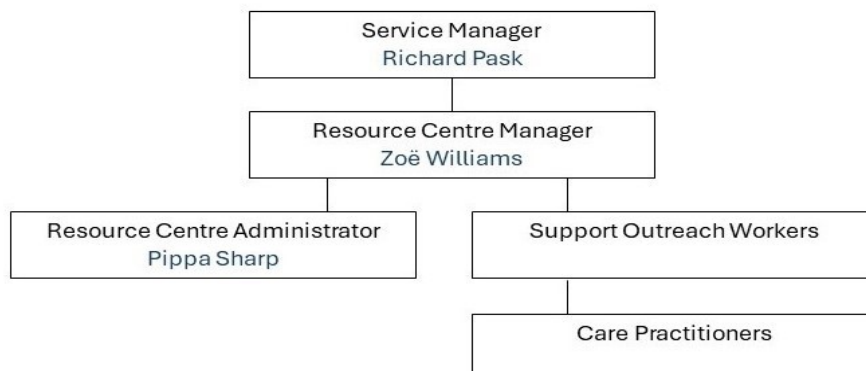
Job Purpose

The Resource Centres are purpose built to provide services and occupational activities for adults with learning disabilities, physical disabilities and for those with frailty and dementia.

Key responsibilities:

- 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 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.
- To supervise Care Practitioners within the service and to be responsible for ensuring they have completed their induction, appraisal and training
- To deputise for the Resource Centre Manager as and when required

Structure Chart



Main Duties and Responsibilities

- To ensure that customers are regularly consulted with and that the support provided meets their needs.
- To organise, develop, prepare and implement programmes of activities planned to meet the individual needs of the Resource Centre users, both within and outside the Resource Centre, under supervision by the Resource Centre Managers.
- Negotiate and implement individual care plans to meet customers' needs and enable these needs to be met in the community.
- To support, guide and direct the Care Practitioners in the absence of the Resource Centre Manager, or as delegated and to provide ongoing supervision; both formal and informal.
- To deal with problems and emergencies in the absence of the Resource Centre Managers, and to seek guidance from/inform the Senior Management Team.
- To undertake the named/link worker role with a group of customers agreed with the Resource Centre Manager including the reception and induction of new customers.
- To supervise and participate with the provision of personal care for customers including personal hygiene/continence needs, and assisting customers who require additional support.
- 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.
- To maintain customer records and contribute to the assessment and review of customers and to contribute to review meetings as necessary.
- To liaise with carers, relatives, colleagues and other agencies outside the Resource Centre as necessary, in order to maximise the customers' present and future development
- To undertake delegated responsibility for specific areas of work within the Resource Centre as agreed with the Resource Centre Manager (e.g. Health and Safety, and training).
- To ensure customers access the appropriate transport to meet their needs and participate in passenger assistant duties when required.
- To share responsibility for the safety, tidiness, cleanliness and security of work areas used and for the care of all equipment in those areas.
- 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 Centre, including the covering of other duties.
- To lead activity programmes that develop the personal, social and occupational skills of customers.
- 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.
- To gather customer information from relevant sources (e.g. colleagues, partners, etc.) and to ensure that reviews are customer led.
- To maintain customer records and care plans, and compile and present reports on customers' progress as required.
- 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.

Main Duties and Responsibilities

- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

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

- Contributes to the wellbeing of vulnerable adults.
- Manage the needs of a group of customers. Numbers will be dependent on the complexity of the individual.
- Line management of Care Practitioners

Person Specification

Qualifications	Essential/ Desirable	Recruiting Manager/HR use only
Educated to level 3 in care or equivalent OR Prepared to study and qualify for the necessary qualification within the first year of employment.	E	
Food handling qualification	E	
Experience		
Experience of providing care to vulnerable adults	E	
Experience of setting up and developing occupational sessions both in a resource centre setting and in the community	E	
Experience of managing staff	D	
Knowledge and understanding		
Knowledge of Health & Safety	E	
Knowledge of the safeguarding adults processes	E	
Knowledge of change management	E	
Knowledge of the self-directed support process/personalisation/personal budgets	E	
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E	
Ability to ensure that policies and procedures are implemented in practice.	E	
Ability to communicate effectively and in a positive manner with customers, carers, colleagues and other professionals.	E	
Ability to relate to customers with a sense of understanding and patience.	E	
Respect for confidentiality	E	
Able to cope calmly in an emergency situation	E	
Ability to read and write simple reports	E	

Work-related personal qualities		
Ability to prioritise and delegate	E	
Good interpersonal skills	E	
Consultative and negotiation skills	D	
Commitment to ensuring anti-discriminatory and anti-oppressive practice.	E	
Positive attitude towards risk enablement / management	D	
Other work-related requirements		
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	E	
Enhanced DBS check with relevant barred list/s	Yes	
Is this post politically restricted?	No	
Full, driving licence	E	