

**Job Description**

**Outreach Worker**

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| Responsible to | Head of Centre |
| Salary | £22,183 NJC point 22 |
| Hours per week | 35hrs per week |
| Annual Leave per annum | 25 days (rising to 30 days after 5 years) |
| Main base | Neighbourhood 4 & 7  (Gorton, Levenshulme, Clayton and Beswick) Children’s Centres, Manchester |
| Contract | Permanent |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| To manage a case load of clients.  To deliver a range of evidence based one-to-one or group interventions and support families.  To support events within the community.  To promote the service, and where necessary to generate referrals. |

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| Main duties of the post |
| 1. To use a range of evidence based tools and techniques for assessments, goals and motivating clients |
| 1. To manage a varied caseload of clients. |
| 1. To work with groups of clients to help them achieve their goals. |
| 1. To collate and analyse performance data as necessary. |
| 1. To develop effective relationships with a range of external organisations and agencies. |
| 1. To promote the service to communities and agencies as appropriate. |
| 1. To keep accurate and up to date records of clients records on specific IT system |
| 1. To ensure quality standards are adhered to and met and that audits are passed. |
| 1. To ensure all statutory responsibilities are followed and reported as required. |
| 1. To use a range of techniques to support families to make positive choices for themselves and their families such as motivational interviewing and solution focused approaches. |

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| General work related expectations |
| 1. To work within the Big Life group’s values ethos and vision |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |



**Person Specification**

**Outreach Worker**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Previous experience of working within a community/voluntary based organisation (paid/unpaid) | A/I |
| 1. Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals | A/I/T |
| 1. Experience of working with a range of agencies and organisations to develop effective working relationships | A/I |
| 1. Previous experience of working within a team and within diverse communities | A/I |
| **2.Skills** |  |
| 1. Ability to communicate effectively with children, young people and their families | A/I |
| 1. Good group facilitation skills | A/I |
| 1. Ability to prioritise and plan workload effectively | A/I |
| 1. Ability to maintain accurate and up to date records and written correspondence in line with Big Life Group policies and recording standards | A/I |
| 1. Ability to engage and work in partnership within a multi-agency team to effectively meet the needs of children, young people and their families | A/I |
| 1. Ability to work creatively and innovatively with others and independently | A/I |
| **3.Knowledge** |  |
| 1. Knowledge of the barriers and issues facing our client group | A/I |
| 1. Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I |
| 1. Understanding of Safeguarding Children, Young People and Vulnerable Adults | A/I |
| 1. A good understanding of family dynamics and the issues they face including barriers to accessing services | A/I |
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| **4. Education & training–required for this post** |  |
| 1. Desired Minimum of level 3 or equivalent qualification in working with children, families and young people in early years, health or social care | A/I |
| 1. Computer literate and experience of using various software packages and databases | A/I |
| **5. Personal** |  |
| 1. Positive outlook and a ‘can do’ attitude | A/I |
| 1. Personal resilience and flexible attitude in the face of difficulties | A/I |
| 1. To be a confident communicator with children and families and partner agencies within a group or 1-1 |  |
| 1. Demonstrate a commitment to inclusion and anti-discriminatory practice |  |
| 1. Commitment to working towards the Big Life group’s ethos and values, including having a non-judgemental approach | A/I |
| 1. Commitment to personal development and willingness to regularly update skills and experience | A/I |