

**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
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| 1. To manage a varied caseload of clients.
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| 1. To work with groups of clients to help them achieve their goals.
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| 1. To collate and analyse performance data as necessary.
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| 1. To develop effective relationships with a range of external organisations and agencies.
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| 1. To promote the service to communities and agencies as appropriate.
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| 1. To keep accurate and up to date records of clients records on specific IT system
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| 1. To ensure quality standards are adhered to and met and that audits are passed.
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| 1. To ensure all statutory responsibilities are followed and reported as required.
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| 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
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| 1. To contribute to the development of the Big Life group
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| 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
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| 1. To commit to own personal development and attend training or development activities as required
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| 1. To work in accordance with all relevant legislation
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| 1. To undergo regular supervision and at least an annual appraisal
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| 1. To undertake any other duties as required, and as appropriate to the post
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**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
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| 1. Demonstrate a commitment to inclusion and anti-discriminatory practice
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| 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 |