

# Job title: Outreach Support Worker

Line manager: Sandra Baitrum

Grade (if applicable):

Direct reports:



## Role purpose:

You will provide a service where planned support and crisis intervention is delivered to vulnerable people with low, medium and high support needs living in independent accommodation with the aim of them maintaining their homes. In conjunction with colleagues and Senior Managers, to be responsible for the effective operation of the Support Service, in line with its policies and procedures, including encouraging a co-operative and supportive environment within the Service, listening to customers' views and developing new services to meet these needs.

## Key results:

- To provide pre tenancy guidance and ongoing support to customers on all tenancy matters, including assistance to furnish and move into properties.
- To provide basic Welfare Benefits advice, assisting customers in claiming all benefit entitlements and assisting with accessing specialist support.
- To work with customers to identify the skills required to manage their own tenancy, including assistance to deal with difficult situations.
- Provide information, support, guidance and training to customers with low, medium and high support needs to increase their independent living skills i.e. increasing and encouraging independence, budgeting, support in training and education, dealing with tenancy related issues, signposting to specialist agencies.
- To encourage customers to recognise the benefit of additional support services related to their mental health, drug and alcohol misuse problems, or other health issues and assist with access to these services.,
- To effectively signpost customers to external agencies to ensure more specialised support is available.
- Assisting the customer to recognise times when they may require additional support and ensure they have the information required to access support.
- Encouraging the customer to pursue social/recreational activities, training and employment opportunities.
- Review the level of support required for customers in consultation with other agencies, agree an individual support plan and action.
- Encouraging customers to set realistic goals and supporting them in making and implementing informed decisions regarding their futures, including by: providing information on emergency and relevant housing options, enabling customers to access health care/ training/employment/ attending court / other agency appts/securing benefits & grants and undertaking risk assessments to individual clients.
- To be flexible and work across the Essex service should there be a need, or if the demand for support or guidance is excessive in a particular area.
- To actively encourage customers to participate in the organisation's customer involvement programme. (Meetings, Forums, trips, activities)
- To ensure customer involvement is part of the support plans with clients
- To share responsibility with colleagues in planning, arranging and participating in
- customer involvement activities.
- To maintain accurate documentation relating to customers and for this to be up to date.
- To review the operational policies in consultation with customers and other agencies.
- To maintain links with relevant statutory and voluntary organisations.
- Implement Peabody's Equal Opportunities policy as an integral part of the duties.

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- Undertake some evening and weekend work dependent upon the customer's individual needs.
- To support and mentor volunteers, enabling them to actively deliver an holistic outreach service.
- Undertake any other duties consistent with the above as requested by management.

## Success metrics:

- To provide support to customers who have varying levels of need with housing, mental health needs, other health related issues, training/employment or any other needs that are identified.
- To ensure equal access to all customers in any customer involvement activity
- Plan a structured programme with the customers on tier 3 to reduce the support, making them aware of the drop-in service provided should they need one off support, advice or guidance.
- Ensure that customer participation and consultation forms an integral part of the management of the service.
- Ensuring targets are met in relation to specific areas within the Service.
- To enable customers to abide by their tenancy agreements, giving advice and assistance on dealing with police and courts where this relates to housing matters.
- To participate in all parts of the service from the initial referral, being able to confidently triage to the right level of support, completing assessments and crisis support as required and to hold an individual caseload of customers requiring various levels of support living in the community.
- To participate at the drop-ins across the service, providing support, advice or guidance as needed.

## About you:

### You will be:

- A good communicator
- Good team worker.
- Able to work flexibly to meet customer needs and service requirements.
- Organised and have excellent time management skills
- Committed to achieving own goals and meeting deadlines.
- Able to confront and resolve problems.
- Approachable with a can-do attitude.
- Kind and empathetic, and able to perform your duties with a positive attitude, energy and enthusiasm.
- Committed to equality and diversity and have a genuine desire to help people with support needs connect with their community.
- Able to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Able to demonstrate good literacy skills and attention to detail.
- I.T. literate and be able to use packages such as Office Outlook, Word and Excel.
- Familiar with data base systems and able to maintain electronic records, with attention to detail.

### You will have:

- Experience of providing support to vulnerable customers and customers in the designated client group either in a volunteering or professional role.
- An understanding of customer service in a service delivery setting.
- Knowledge of health and safety issues relating to the designated client group.
- Knowledge of welfare benefits for the designated client group.
- Knowledge of safeguarding vulnerable adults and children local policies, protocols and good practice.
- Knowledge of related services provided by the statutory and voluntary sector.
- Understanding of confidentiality and data protection issues.

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- Ability to communicate effectively with customers, staff and stakeholders in plain, easy to understand English, both in writing and verbally.
- Demonstrable customer care skills.
- Experience of assessment of individuals needs and managing risks.
- Experience of working jointly with other agencies and liaising with statutory organisations.
- A DBS check result which is satisfactory to Peabody.
- Understanding of customer service in a service delivery setting.
- Understanding of the concept of housing related support and supporting people to help themselves.
- Understanding of the need to collect data and the benefits for the service.
- Knowledge of diversity and inclusion as they relate to the designated client group.

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