



JOB DESCRIPTION

Outreach Support Worker

Directorate and Section/Unit:	Children's, Families and Communities Through Care Service
Scale:	6
Reporting to:	Team Manager
Responsible for:	None

Main purpose of job

The Outreach Support Worker is responsible for assisting in the promotion of good childcare practice, in accordance with Departmental policy and procedure.

The Outreach Support Worker will:

- Support young people who are Looked After and require outreach services to enable successful transitions to independence. This will include support to a Local Authority Placement or a family placement whilst working in partnership with relevant professionals and agencies.
- Provide assessment and support to young people who are looking to transition from residential care or foster care and/or who are identified as needing a high level of support to either maintain or work towards independence.
- Provide care and support for young people, participating in the assessment of their needs and the implementation of plans for their future.
- Provide assessment and support to children and families who are or on the Edge of Care to support breakdown and/or successful transitions to alternative placements or accommodation.
- To provide support in emergency and crisis situations.

Responsibilities, duties and tasks

The Outreach Support Worker will be responsible for:-

- Creating and participating in tailored outreach support packages, in crisis and within planned intervention to promote independence and meet the needs of young people.
- To provide support to those providing care or accommodation.
- To support placement stability and prevent placement breakdown
- To ensure that work commissioned has clearly identified targets, outcomes and the measures to quality assure work undertaken.
- Forming relationships with young people and families, which will facilitate the care, support and assessment process, encouraging them to participate fully in opportunities to enable their development.

- Support planned work individually and in groups to support young people who are experiencing a range of complex difficulties.
- To support young people in pursuing appropriate education, training and employment to promote their social inclusion, monitoring their participation
- Work closely with commissioning social workers as part of agreed plans for children.
- Liaising with placements, relatives, other significant people and outside agencies.
- Liaise with colleagues within Children's Services, Adult and Community Services and professionals within external agencies, as agreed within plans for children and in the development of services.
- Intensive and Independence support, which could include residential support and sleeping in duties, some of which may be in a crisis.
- Keep written records, assessments and produce reports as requested in accordance with departmental policies and procedures.
- Participating and contributing in the formal assessment, planning and review process, providing oral and written contributions and reports where appropriate.
- Keeping abreast of developments in theory and practice in relation to social care and related areas.
- Being familiar with Departmental policies and procedures.
- Attending and taking an active part in relevant team and professional meetings.
- To participate in duty response system for referrals, advice and support
- Participating in staff development and training programmes.
- Delivery of training, support and care to young people, placement providers and other relevant professionals/agencies.
- To prepare for and participate in regular supervision and annual appraisal in accordance with Worcestershire County Council procedures
- Being fully aware of racial, cultural and religious issues and anti-oppressive practice.
- Ensure that service users are as fully involved as possible in decisions which affect them individually.
- Actively promoting the role of the service.
- Maintain confidentiality.
- Be responsible for handling designated amounts of petty cash, receipting monies as appropriate and conducting such transactions in accordance with financial regulations.
- Be able to work with and support young people across the county

- Be responsible and accountable for efficient mobile and flexible working across the county.

General duties

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job. This will include lone working and responding to crisis situations.
- To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.
- To ensure premises are locked and secure when leaving.

Contacts

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Support Workers; Social Care Team staff; Finance, Human Resources and Operational Support staff.

External: Service Users; Councillors; other Children's Colleagues (Integrated Services, Education, Youth Service); YOS, Health and staff from other agencies and partners.

Notes

- This post is subject to a criminal record check under the arrangements established by the Disclosure and Barring service.
- The Council reserves the right to alter the content of this job description after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Disability Discrimination Act.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.
- As all our supported living homes can accommodate children up to 19 years of age, under Standard 29 of the Dept of Health's Children's Home Regulations within the Care Standards Act 2000, we are only able to accept applications from those who would be at least 22 years old at the time of appointment.
- This post includes lone working and staff are expected to follow county council procedures and risk assessments in respect of this.

Prepared by: Jake Shaw
Last updated by: Justine Bishop

Date: April 2000
Date: April 2015



PERSON SPECIFICATION

Post Title:	Outreach Support Worker
Directorate / Division:	Children's, Families and Communities-Through Care
Scale / Grade:	Scale 6

QUALIFICATIONS / TRAINING

It is **essential** that the postholder has:

- Successfully achieved NVQ Level 3 - Children and Young People or Equivalent Level or is prepared to work towards achieving this within 12 months of being registered on the award

It is **desirable** that the postholder has:

- First Aid Qualification

EXPERIENCE / KNOWLEDGE:

It is **essential** that the postholder has:

- Demonstrable experience of direct working with young people and families
- Demonstrable experience of report writing
- Knowledge of child development
- Understanding of confidentiality
- Understanding of the effects of attachment, separation and loss in young people and the implications for those caring for them
- Working knowledge of relevant safeguarding procedures and policies

It is **desirable** that the postholder has:

- Experience of working with children and/or young adults in a social work, social care or youth work setting
- Knowledge of relevant Child Care legislation
- Knowledge of Health and Safety legislation
- Knowledge of the effective use of Care Plans
- Knowledge of a range of issues and services including; mental health, UASC, fostering, adoption, Child sexual exploitation care leavers, substance misuse, learning disability, domestic abuse, youth justice, housing and benefits
- Knowledge and experience of Group work.
- Knowledge of post adoption issues
- Experience in direct work with adults.
- Experience of crisis intervention.
- Experience of working without close supervision
- Experience of working to prevent family and placement breakdown and/or supporting carers

SKILLS AND ABILITIES:

It is **essential** that the postholder has:

- Ability to relate to young people.
- Ability to understand and work with young people from a diverse range of backgrounds, who present challenging behaviour
- Ability to understand their own duty of care, to safeguard and promote the interests of young people and challenge inappropriate practices.
- An ability to analyse and reflect on their own practice, to be accountable for their own behaviour and the consequences of their own actions.

- The ability to demonstrate an understanding of own Self, their self motivation and the impact of their own personal experiences.
- The ability to use the authority, power and control inherent in this role to enhance the capacity of Young People and be appropriately assertive.
- Strong communication skills
- The ability to assess, plan and review young people's needs and independence skills
- The ability to manage workload, time and work under pressure
- Ability to engage and communicate effectively with families and other agencies
- Ability to mediate and advocate on the behalf of children and young people
- IT skills

It is **desirable** that the postholder has:

- Ability to engage, communicate and work effectively with families and staff from other agencies and disciplines.

ADDITIONAL FACTORS

It is **essential** the postholder is:

- Demonstrably child/young person centric, outward looking and outcome focused;
- Sets and maintains the highest standards in professional relationships
- Commitment to equality of opportunity and the ability to demonstrate that commitment through employment practice and in the delivery of services;
- The ability to work outside of normal office hours, and at weekends and holidays, responding to emergencies, where appropriate.
- Energetic and enthusiastic;
- Enjoys working as part of a team and can work on own initiative;
- The ability to travel throughout the county including to areas that are not well served by public transport

It is **desirable** that the postholder has:

- A strong belief in continuous improvement
- A commitment to professional updating and personal development.