

CYMDEITHAS GOFAL THE CARE SOCIETY

JOB DESCRIPTION

Post: Support & Outreach Worker

Responsible To: Support Team Manager

The main objectives of the post will be:

To work as part of a team of Support Workers working across north and mid Ceredigion, under the direction of the Support Team Manager.

To deliver support through bespoke packages of care (not personal care) to service users who are vulnerable due to circumstance or conditions, which include learning disabilities, mental health issues, autism, physical and mobility issues, etc.

Support for each individual is based on recognised support needs, which entails providing practical help and assistance over a period of time on a weekly basis to improve an individual's quality of life, promote safety and emotional well-being, independent healthy living, companionship, and positive social impact through socialisation and integration into the local community.

Role:

To work under the direction of the Support Team Manager in carrying out the following tasks:

- To ensure that the personal care plan is followed, as recommended, and that any actions to be undertaken are done so with the full agreement of the service user.
- To ensure that all support and outreach notes are written up, signed and filed at the end of each session and that each support file contains all relevant information.
- To work and communicate effectively with relevant partner agencies to ensure a co-ordinated approach to service delivery.
- To report directly to the Support Team Manager and Team Leader regarding cases where concerns are raised involving safeguarding issues, liaising with statutory services and referring details on as appropriate.
- To maintain effective electronic and paper-based office information systems and organised records.
- To manage personal mileage and expenses reported on a monthly basis and checked by the Support Team Manager and HR staff.
- To liaise with all relevant statutory and /or voluntary organisations as in the best interests of the service user or family member i.e. DSS, Local Authority Housing Section and Benefits Section, Social Services, etc.
- To participate in any scheduled training, supervisions and appraisals
- To undertake any other duties as may be required.

General Care Society Responsibilities:

- The Care Society is fully committed to the active promotion of equality and diversity in its capacity as an employer and in the provision of all its services. It is the individual responsibility of each staff member to ensure the application of this Policy.
- Under the Health and Safety at Work Act, all employees are required to take care of their own health and safety and that of other employees and members of the public, and to co-operate with the Society in complying with their statutory duties.
- Strict adherence to confidentiality, particularly regarding personal details of staff and service users, is of paramount importance.
- Communication and teamwork is a vital aspect to the success of the Society's work. Consequently, all members of staff are contracted to attend regular team and organisational meetings as directed, including necessary training.
- To contribute to the development and promotion of the projects and further initiatives within the Society.
- To operate within the Society's overall vision, policies and procedures.

Whilst this job description is indicative of the range of current duties and responsibilities of the post holder, it is not comprehensive. It is inevitable that the duties will change as the role develops and it is essential therefore that it should be regarded with a degree of flexibility, so that changing circumstances can be met. As the scheme develops, the job description will be reviewed with the post holder.

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Person Specification using Competencies

Support & Outreach Worker

Competency	Essential	Desirable
Working on own initiative/ self-reliance	Self-direction and motivation to meet support plan objectives and assumes responsibility for own actions	
Teamwork	Develops effective working relationships and works Co-operatively across TCS teams and with service users.	
Customer Focused	Delivers excellent customer service and makes decisions centred primarily on the needs of our clients	
Interpersonal Skills: Verbal Communication	Gains trust and confidence through conversation and tailors content of speech to the level and experience of the client / audience	
Interpersonal Skills: Listening Skills	Shows patience, empathy and respect for what other people have to say.	
Stress Management	Able to remain calm under pressure and diffuse tense situations in the face of provocation or hostility	
Time Management	Establishes a course of action for self and/or others to accomplish specific goals within set timeframes	
Integrity	Is objective, non-judgemental and maintains confidentiality at all times	
Technical Skills	Possesses good computer skills, in particular proficiency in MS Office	
General Requirement	Full Driving Licence and car owner	
Language		Ability to speak Welsh

