

# CYMDEITHAS GOFAL THE CARE SOCIETY

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## JOB DESCRIPTION

**Post:** Support & Outreach Worker

**Responsible To:** Support Team Manager

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### **The main objectives of the post will be:**

To work as part of a team of Support Workers under the direction of the Support Team Manager

- To provide one to one floating tenancy support to single people, vulnerable families with children, young people leaving care, service users in temporary accommodation and disabled service users, based on individual support plans and in line with the Housing Support Grant funding criteria
- To deliver bespoke packages of care (not personal care) to service users with learning disabilities, mental health issues, autism, etc.

Support will entail providing practical help and assistance over a period of time to promote successful tenancies, safety and well-being, independent healthy living and integration into the community.

### **Role:**

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

- To ensure each service user has a written personal support plan that addresses individual support needs, or details of the aspects of outreach/ befriending delivered to specific individuals.
- To ensure that support is carried out in a structured manner as per supporting people criteria.
- To ensure that the personal support plan is regularly reviewed, 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 as required by Supporting People.
- To work and communicate effectively with all relevant partner agencies to ensure a co-ordinated approach to service delivery.
- To undertake risk assessments for all clients if not already available
- To report directly to the Support Team Manager regarding cases where concerns are raised involving child welfare or child protection issues, liaising with statutory services and referring details on as appropriate.
- To prepare reports as directed by the Support Team Manager or Senior Management.
- Maintain effective electronic and paper-based office information systems and organised records.
- Manage personal mileage and expenses to be scrutinised on a monthly basis by the Support Team Manager and other relevant staff.

- To liaise with all relevant Statutory and /or voluntary organisations as per 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 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 Worker**

<b>Competency</b>	<b>Essential</b>	<b>Desirable</b>
Working on own initiative/ self-reliance	Self-motivation to meet support plan objectives and assumes responsibility for own actions	
Teamwork	Develops effective working relationships and works cooperatively across TCS teams and with service users.	
Customer Focused	Delivers excellent customer service and makes decisions centred primarily on the needs of our service users	
Interpersonal Skills: Verbal Communication	Gains trust and confidence through conversation and tailors content of speech to the experience level of service users / 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	

**Continued Overleaf**

## Person Specification using Competencies (continued)

### Support Worker

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
Language		Ability to speak Welsh
Experience 1		Knowledge & Understanding of the support needs of vulnerable, homeless & disadvantaged people and families.
Experience 2		Knowledge of Welfare and Housing Benefits legislation.