

JOB DESCRIPTION

PART TIME SUPPORT OUTREACH WORKER

JOB TITLE:	Support Outreach Worker
BASE:	Headway Centre(s) & Community Outreach
RESPONSIBLE TO:	Services Manager

ROLE

To meet both individual and group needs of the brain injured by enabling them to maximise their independence by offering activities within and outside of the centre(s). To support individuals with personal and physical care when and as necessary.

DESIRABLE EXPERIENCE

Ability to work as part of a team and on own initiative.

Experience of working in a caring environment and be able to communicate effectively both verbally and in writing.

Capable of carrying out project work and appropriate individual activities according to the needs of the brain injured.

DESIRABLE QUALIFICATIONS

Minimum NVQ2 Qualification in Health Care or equivalent qualification/experience.

WORKING RELATIONSHIPS

To develop and maintain effective working relationships with the Staff, Volunteers, Service Users and their families/carers. Reporting to the Senior Information & Outreach Link Workers in relation to the Outreach Service who, in turn, support the Services Manager.

Communicate effectively with members of the Brain Injury Therapy Teams, other referring agencies and staff from other professional organisations.

SKILLS REQUIRED:

1. To research, plan and have the ability to carry out activities with service users at their homes and within the community and providing backup to the Reablement & Wellbeing Centre if required.
2. To have a good sense of humour, be adaptable and able to use own initiative.
3. Should have an awareness of the sensory, cognitive and physical disability of a person who has sustained a brain injury and be able to support service users who have complex needs and behaviour problems.
4. To work flexibly and responsively and carry out detached work to ensure accessibility of services.

5. Have the skills to manage a small team of volunteers and delegate tasks appropriately.
6. Have good written and recording skills to carry out administrative duties as required and contribute to the maintenance of service users' records and progress reports.
7. Should be a good team player
8. Must have driving license and be willing to use own car to transport service users and volunteers.

MAIN RESPONSIBILITIES

1. To ensure that the highest standard of care is provided to the service users whilst ensuring that the health and safety requirements and anti-discriminatory practices are adhered to.
2. To ensure that outreach sessions begin and end on time and run according to their care plans.
3. To provide outreach services to service users and carers and to network with agencies, members of the community etc with regard to promoting the range of services available and signposting these.
4. To liaise with staff including Leads, Senior Information & Outreach Link Workers and the Services Manager and pass on any relevant information with regard to the services users and the general running of the day.
5. To ensure that any concerns or issues raised ie., safeguarding, data privacy, or alike is reported immediately to the Seniors or Services Manager.
6. To record in the service users' progress reports and care plans all physical, cognitive and behavioural improvements or deterioration observed and report these as appropriate.
7. To support and assist the service users with personal care tasks where necessary in accordance with individual care plans.
8. To provide one to one support, activities and skills development in the community outreach setting.
9. To support and assist the service users with the provision of food and beverages in accordance with individual care plans.
10. To advise the Seniors as soon as possible of his/her non-attendance at Headway Centre to enable a replacement Support Outreach Worker to be found.
11. To participate in the organisation's appraisal system and attend regular supervision sessions and training days as and when required for professional and personal development so that the objectives of Headway Bristol are met.
12. To comply with all policies and procedures of Headway Bristol, copies of which are held in Headway Centre.
13. To actively and positively promote Headway Bristol and its services within the community, across the city and wider afield.

14. To work in partnership with other professionals and accept advice and input from outside professional bodies and endeavour to act on this advice as appropriate.
15. To undertake any other reasonable request or responsibility which may be deemed necessary, in the interest of the service users and the efficient and effective running of Headway Bristol.
16. To be open to ongoing learning, development and changes to improve the running of all our services.
17. As a member of a Charity organisation, to provide volunteer support with at least two events throughout the year and to help with fundraising and raising the profile of brain injury.