



Job Description

Title:	Outreach Support Worker
Accountable to:	Outreach Coordinator
Responsible for:	Client Support
Location:	Walsall (with travel across the West Midlands)
Contract Type:	Permanent
Working Hours:	35 hours per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 2 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the job:

- To deliver a trauma informed, person-centred counselling/skilled listening service face to face and online/virtual to women experiencing pregnancy, pregnancy loss or challenges with motherhood, in the prison environment and on release.
- To provide practical support to enable Women to readjust to living independently in the community.
- To ensure all Clients needs are assessed and met using best practice in line with individual person-centred support plans.
- To work with the Women, their families and partner agencies to support re-integration into the local communities across the West Midlands.

Key achievement areas:

- To maintain records, statistics of all client work in line with organisational policies and procedures, using IT software.
- To participate in clinical supervision and Continued Professional Development in line with British Association of Counsellors & Psychotherapists ethical guidelines.
- Ability to identify additional training and development needs and source appropriate resources to maintain own CPD.
- To ensure work and personal wellbeing by adhering to monthly one-to-one managerial supervision sessions.
- To champion Life in professional networks and seek new opportunities to establish positive working relationships and promote Life's services.

- To receive referrals, carry out interviews and needs assessments in order to identify individual support needs.
- To provide one to one and group support, in a trauma informed way, for clients within the prison environment and in the local community across West Midlands. Utilising both internal and external resources as appropriate.
- To complete and regularly review support plans with clients to ensure any support services are relevant and needs are being met, including reviewing the needs assessment.
- Ensure clients are informed and are supported to access an appropriate range of support services through a multi-agency approach.
- Ensuring Safeguarding procedures are adhered to including the production of reports for social care on request. To ensure women and children are kept safe from harm, abuse or neglect.
- To work alongside and support volunteers to deliver Life services in line with best practice.
- Work in line with Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
- Organise and attend regular meetings with clients to facilitate their contribution to service improvements.
- Share feedback and ideas around current provision to assist in service development
- Must be able to work flexibly and hold current driving licence

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.
- All employees will be expected to undertake a full DBS check.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title:

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Leadership		
Ability to be pro-active and contribute to the development of services	✓	
Ability to influence and gain respect from colleagues within the charity, and from external contacts	✓	
Business Management / Service Delivery		
Proven team working skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Proven experience of working within a similar role in a related sector	✓	
Minimum of a level 2 listening skills or counselling qualification	✓	
Experience of needs assessment and support planning	✓	
Experience of writing reports for safeguarding purposes	✓	
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office	✓	
Administration skills and ability to deal with complex enquires and clients	✓	
Experience of Safeguarding Children & Adults	✓	
Experience or knowledge of the criminal justice system		✓
Ability to make decisions with confidence		✓
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	

Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

Approved By:

Issue No:

Approved Date:

Review Date: