



## Community Outreach Worker

### Job Description & Person Specification

|                        |                                       |
|------------------------|---------------------------------------|
| <b>Job title:</b>      | Community Outreach Worker             |
| <b>Reports to:</b>     | Community Outreach Team Lead          |
| <b>Accountable to:</b> | Chief Executive                       |
| <b>Hours:</b>          | Full time / Part time                 |
| <b>Salary:</b>         | £12.30 per hour                       |
| <b>Based:</b>          | Community based across North Tyneside |

#### **Overall purpose of the job:**

To provide high quality, safe and person-centred support for our clients, in line with our vision of achieving equality and social inclusion so people can live their life their way. Working in small groups and on a one-to-one basis we will rely on you to make sure that people with learning disabilities have the same rights, opportunities and quality of life as everyone else.

#### **Key Responsibilities**

This is not an exhaustive list, and other similar duties may be required from time to time:

- To support people with a learning disabilities to make informed choices, develop their skills and live well in their community.
- To treat people we support, their families, colleagues and external stakeholders with respect and dignity at all times.
- To find opportunities for people we support including leisure, education, employment and training, and enable people to take part in line with their support plan.
- To actively involve people in the planning of their support. This includes delivering and reviewing support provided against the persons' support plan and person centred review.
- To develop and deliver safe, high quality services to the people we support at all times.
- To involve people at all times ensuring the constant promotion of the individual's right to dignity, respect and choice.
- To prompt with personal care issues, maintaining dignity at all times.

- To provide feedback concerning the involvement of individuals or groups of people benefiting from the service with a view to making improvements.
- To ensure that appropriate partnerships across the service are continually developed.
- To liaise with the Community Outreach Team Leads and work as part of an enthusiastic team.
- To follow all administration procedures including some cash handling and to maintain all records relating to the service.
- To support people with their day to day travel arrangements and holidays if required.
- To be supportive to colleagues, families, and external parties, building professional relationships and trust by being open and honest.
- To keep written records in line with procedures including contact sheets, support plans, financial information and health and safety.
- To positively promote LD:NorthEast and all of its services / projects.
- Any other reasonable duties.

**In addition, you will be expected to:**

- Attend training and complete E-learning as agreed with the Community Outreach Team Leads and LD:NorthEast training schedules.
- To operate within the policies and procedures set by LD:NorthEast including adult protection policies, anti-oppressive practice, equal opportunities and all other internal policies and procedures.
- Keep information about the people we support, colleagues and the organisation confidential, in line with procedures.
- Take responsibility for personal development. Be actively involved and contribute to supervisions and team meetings, attend training courses as and when required and put learning into practice.

**Duties specific to the person you support:**

You will be provided with specific details in relation to the person / people you will be working with regarding how they want to be supported and outcomes they wish to achieve, in line with their support plan(s).

Please use this information to complete your application. The Assessment column indicates how we will assess if you have the required skills and qualities for the role.

| Factor                             | Essential   | Desirable   | Assessment means                    |
|------------------------------------|---|---|-------------------------------------|
| <b>Qualifications and training</b> | NVQ Level 2 in Health & Social Care, or equivalent (or willingness to work towards)   | Disability Awareness.   | Application Interview               |
| <b>Skills, knowledge aptitudes</b> | <p>Good interpersonal skills.</p> <p>Able to communicate clearly, both verbally and in writing.</p> <p>Able to adapt communication style to meet people's needs.</p> <p>Able to listen and demonstrate an understanding of what is being said.</p> <p>Able to work both as part of a team and independently.</p> <p>Can exercise confidentiality.</p> <p>Numeracy and literacy skills.</p> <p>Motivating and enabling skills.</p> | <p>Support planning and risk assessment.</p> <p>Person centred approach.</p> <p>Commitment to / understanding of healthy lifestyle choices.</p>                 | Application Interview<br>References |
| <b>Experience</b>                  | Understanding of and commitment to equal opportunities.   | <p>Working with people who require support, either in a paid or voluntary capacity.</p> <p>Understanding of the needs of people with Learning Disabilities.</p> | Application Interview               |
| <b>Attitude</b>                    | <p>Reliable.</p> <p>Approachable, trustworthy and honest.</p> <p>Non-judgemental attitude.</p> <p>Treats people with dignity and respect.</p> <p>Committed, reliable and able to be flexible.</p>   |   | Application Interview<br>References |

|                             |   |  |           |
|-----------------------------|---|--|-----------|
|                             | Able to develop positive working relationships.   |  |           |
| <b>Special requirements</b> | Commitment to providing high quality service.<br><br>Commitment to person centred support.<br><br>Willingness to attend training and share learning<br><br>Flexible with working hours<br><br>Able to adapt to changing needs |  | Interview |

**This post is subject to a Disclosure and Barring Service check. Any offer of employment will be dependent on suitability determined by the DBS check.**