



Job Description

Bridge the Gap Outreach Worker

2 years fixed term contract (in partnership with Surrey CC)

FULL TIME POST OR JOB SHARE WELCOMED

Accountability
Job purpose

SERVICE DELIVERY MANAGER

To work as an assertive outreach worker through a commissioned project under the Changing Futures agenda funded by the Department of Levelling Up, Housing and Communities. The project is commissioned by Surrey County Council to deliver flexible, trauma informed, person centred outreach support to individuals with multiple disadvantages. This role will primarily work in the Borough of Surrey Heath and support other Alliance Partners in nearby boroughs as required.

Main duties & responsibilities

1. To liaise and work with SCC Changing Futures lead and associated alliance partners following the Bridge the Gap principles and ethos to further develop and enhance the project under the Changing Futures agenda.
2. The role will provide pro active support to complex service users through a trauma informed and holistic approach and include, harm-reduction advice, motivation to change, benefits and accommodation support.
3. To support the Chief Executive of The Hope Hub as required at Alliance meetings providing relevant input, progress and feedback of evaluation outcomes.
4. To attend all practitioner meetings in respect of Bridge the Gap service users as required throughout the project. Provide a written summary update and list actions/act on minutes provided ensuring all follow up is in a time specific, holistic manner using a trauma informed approach.
5. To facilitate joint working with other support services to tackle any barriers, including Housing; Health; Social Care; Mental Health; Drug & Alcohol and Criminal Justice.
6. To undertake assertive outreach predominately across Surrey Heath and supporting other Alliance partners to cover for holidays/absences if, and when necessary.
7. To conduct continuous risk assessment on service user' needs including presenting behaviour and consider this risk in outreach approach. Develop and update risk management and crisis contingency plans in service user records.
8. Work with service users to identify a support plan that best fits their current needs and be proactive in supporting them to achieve these goals.
9. To conduct and record written assessments, support plans and outcome stars on the required data platforms (THH CRM, ECINS, Delta, Outcome Star) whilst working with THH frontline team to best support the needs and goals of the service user.
10. To actively participate and complete training provided by the National Changing Futures programme.

11. Participate and engage in weekly team meetings to share service user presentation, risk and discuss outcomes for the service users within their support plan.
12. To adhere and work within The Hope Hub risk assessment/safeguarding and all policies relating to the role.
13. Engage with supervision and appraisals including a commitment to attend and participate in Bridge the Gap Clinical Psychological Supervision and Reflective Practice sessions. To participate in training that is mandatory and essential for Continuous Professional Development to undertake the role.
14. To raise safeguarding concerns with your line Manager at the earliest opportunity. Take responsibility for completing referrals to other practitioners where a service user is at risk to themselves, others and from others, following The Hope Hub's Safeguarding policy.
15. Adhere to incident management policy and responsibly recording any incidents factually involving service users, environment and building.
16. Professionally represent The Hope Hub and BTG in all aspects of your work.
17. Be competent and comfortable using IT, CRM databases and recording information accurately, on time as the needs of the role requires.
18. The postholder will need an enhanced DBS check and driving licence with access to a suitable vehicle with relevant business insurance. You will be reimbursed at the Inland Revenue rate. (currently 45p/mile).

General

1. Good basic education, qualified to Level 3 or above with a strong track record of working with adults with complex needs.
2. Strong verbal and written communication skills with the ability to capture, record and present information at multiple levels.
3. Organised and methodical with the ability to remain calm in sometimes challenging situations.
4. Be a team player supporting other frontline team members and supporting partners within the Alliance.
5. Understand mental health behaviours, homelessness, substance misuse and trauma informed care. (training will also be provided).
6. Ensure maintenance of a safe & efficient working environment in accordance with current Health & Safety legislation including the Health & Safety at Work Act 1974, COSHH Regulations, Environmental Health & other Directives.
7. Perform any other reasonable duties as may be requested and required by a busy day service.
8. Be flexible in working arrangements to meet the needs of the charity and the role of Outreach Worker.
9. Anticipated working hours will be 36 per week flexibly worked between the hours of:
 - 10.00-16.00 from the day service (outreaching as required)
 - 09.00-12.00 Saturdays flexibly worked (outreaching if required)
 - 08.00-09.00 am and 18.00-20/00hrs flexibly worked (outreaching if required)

This job description is an indicator of general areas of responsibility & will be amended in accordance with the changing needs of the organisation & in consultation with the post holder.

Terms & Conditions

Hours: 36pw (over 5.25 days) **Annual leave:** 33 days, inc. bank holidays pro rata.
Notice Required: Two months. **Salary:** Hourly Rate of £15.00 / hr. FTE: 28,080.00