

Job title:	Community Outreach Worker Part-time 12 hours a week
Salary Band:	£21100.00 a year pro - rata
Accountable to:	Director of Operations
Purpose of role:	<p>The essential features of the service are empowering people to take control of their health and wellbeing, focusing on ‘what matters to me’, connecting people to community groups and statutory services for practical and emotional support, phoning or sitting and chatting to people.</p> <p>The Community Outreach Worker would create action plans, reviewing these in a way that is most meaningful to the service user and comply with the recording requirements of the practices, essential to monitoring the effectiveness of the service.</p> <p>The post holder will ensure that our services are provided in a way that is consistent with our values, supporting and promoting an organisational culture that values: compassion, accountability, respect, excellence, and innovation.</p>
Postholder responsibilities:	<p>Service Delivery and Outcomes</p> <p>The post holder will have a responsibility for a designated case load, carrying out personalised, recovery focussed action planning, and supporting implementation and review of the plan.</p> <ul style="list-style-type: none"> • Actively engage with members through phone or sit and chat to introduce people to mainstream resources • Develop and facilitate activities that promote employability. • Promote good mental health and well-being and encourage and support activities which develop healthy lifestyles. • Pro-actively reach out to those members who need more intense support and confidence to move forward. • Encourage and support people to access specialist advice on benefits, housing, education, crime reporting and so forth. • Take referrals, carry out risk assessments and maintain accurate records. • Work with other voluntary and community groups in the outer west to develop provision to meet local need. • Contribute to the implementation and monitoring of all policies, procedures and systems as agreed by Ubuntu Multicultural Centre as they relate to service delivery. • Undertake any reasonable duties/responsibilities required to meet the needs of the service Communication • Actively contribute to a culture of positive communication. • Actively participate in Departmental communications. • Ensure effective written, verbal and IT communication both within Mental Health Concern and with external agencies. <p>Creativity and Innovation</p> <p>The post holder will have responsibility:</p> <ul style="list-style-type: none"> • To be willing to come up with ideas and suggestions for new ways of working that will ultimately improve overall performance and service delivery.

- To be receptive to new ideas put forward by managers and peers.
- To be positive about change and organisational developments.

Contacts and Relationships

The post holder will have responsibility:

- To positively engage with colleagues and act as advocate for the organisation.
- To demonstrate a willingness to support and help others.
- To have an open and friendly persona with people they come into contact with, developing positive relationships.
- To demonstrate compassion, empathy and understanding with contacts.
- To treat all people with respect and dignity, dealing with them fairly.

Decision Making

The post holder will have responsibility:

- To gather, verify and assess all appropriate and available information to gain an accurate understanding of the situation.
- To seek advice and direction where necessary from supervision involving decisions that may involve an element of risk.
- To act in a manner consistent with the values of the organisation.

Planning and Organising

The post holder will have responsibility:

- To maintain and organise workload to ensure effective prioritisation and delivery of objectives.
- To demonstrate effective time management.
- To get planned work completed within daily deadlines.

Health, wellbeing, and safety

The post holder will have responsibility:

- To take responsibility for own health and wellbeing.
- To maintain an awareness of the Ubuntu M Centre's staff wellbeing strategy.
- To contribute to the promotion of staff wellbeing within the Ubuntu Multicultural Centre
- To develop and maintain a working knowledge of Health and Safety policies and procedures.
- Take all practical steps to ensure your own personal health and safety at work and the health and safety of those you work with.

Equality and Diversity

The post holder will have responsibility:

- To act in ways that support equality and value diversity.
- To help to develop and maintain an organisational culture that supports equality and diversity.

	<p>Confidentiality The post holder must maintain the confidentiality of information about clients, staff, and organisational business in accordance with the Data Protection Act 1998 and Caldicott principles.</p> <p>Other The post holder will:</p> <ul style="list-style-type: none"> • Undertake any reasonable duties/responsibilities to meet the needs of the Ubuntu Multicultural Centre • Be aware of the importance of the Nolan’s principles of public life: Objectivity, Integrity, Honesty, Openness, Selflessness, Accountability and Leadership
<p>Postholder requirements:</p>	<p>Essentials Are:</p> <ul style="list-style-type: none"> • An experienced Community Outreach worker • Minimum of 1 year’s experience supporting people with mental health issues • Awareness of mental health issues & users’ needs from Black background • Knowledge of recovery in the context of mental health • Knowledge of the effects of stigma and discrimination from Black background • Very good organisational and time management skills, able to manage and prioritise own work • Good report writing skills, with the ability to collate, analyse and present data clearly and concisely <p>Desirables are:</p> <ul style="list-style-type: none"> • Able and willing to regularly work without direct supervision, using initiative • Very good interpersonal skills, with the ability to develop good working relationships at all levels, both internally and externally • Group facilitation & participation skills • Good written and verbal communication • Good IT skills, including knowledge of a range of software packages (including Excel, Outlook, PowerPoint and Word)

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the main areas involved. It will be subject to review and amendment in the light of developing service needs and all post holders are expected to undertake any reasonable duties/responsibilities to meet the needs of the organisation