

Outreach Support Worker Job Description and Person Specification

Job Purpose

To provide support to adults and children who have disabilities in the community and their own home, the support required may be undertaken in a loneworking role and as part of a team. The Outreach support worker must support individuals with a range of needs including challenging behaviours and complex health needs. The role involves supporting individuals with personal care and with attending community activities and education environments.

Reports to:

Outreach Registered Manager
Outreach Coordinator

Function:

Support / Care

Job Description

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| <ol style="list-style-type: none"> 1. Support service users who require assistance with their personal care needs. Ensure that a high standard of personal care and hygiene is achieved following individual care plans. 2. Support service users with physical disabilities with use of mobility aids and follow practice taught in moving and positioning training. 3. To work alone and as part of a team. 4. To use their own mobile phone and have an active email account to receive rotas. 5. Transport service users in fleet vehicles and use their own vehicle. 6. Care for service users who are temporarily sick and needing, for example, minor dressings, bed nursing. 7. Help in the promotion of mental and physical activities of service users through talking to them, integrating within society, encouraging and promoting activities such as reading, writing, hobbies and recreations internally and externally including appointments and holidays. 8. Support service users with everyday domestic tasks such as; changing of bed linen, cleaning and tidying of rooms to maintain a clean safe environment. 9. Support and assist service users at meal times to prepare their meal and offer choice of food and drinks taking into account their dietary needs. Assist individuals who require support with eating, laying the table and clearing away. 10. Representing the company in a professional manner; greet service users/visitors/relatives by being warm, friendly, helpful and confident in your approach. 11. Administer medication to service users in line with their individual care plan and prescriptions and after training and competency testing. 12. Maintain service user records and reports. 13. Participate in staff meetings and support reviews. 14. Attend mandatory training days/courses, on or off site as and when required. 15. Maintain professional knowledge and competence. 16. Promote a safe working practice and report immediately to the manager, or person in charge any illness or accident by a service user, colleague, self or another. | <ol style="list-style-type: none"> 17. Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties. 18. Be available to work evenings and weekends as required. 19. Ensure the security of the home is maintained at all times. 20. Adhere to the company policies and procedures. 21. Adhere to your contract of employment and the employee handbook. 22. Carry out any other tasks that may be reasonably assigned to you. 23. To promote and act at all times in accordance with the Company's Equal Opportunities Policy. <p style="text-align: center;">This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.</p> |
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Person Specification		
Attributes	Essential	Desirable
1. Experience	<ul style="list-style-type: none"> • Experience supporting adults with disabilities/mental health conditions or other vulnerable adults 	<ul style="list-style-type: none"> • Experience of working in a home care setting. • Experience supporting children and young people.
2. Skills and Abilities	<ul style="list-style-type: none"> • Good comprehension of the English language. • Able to interact and engage with individuals with disabilities. • Have a positive attitude. • Ability to show empathy. • Ability to use a computer to record information using online services and to complete mandatory e-learning. • Have good communication skills. • Be physically fit to undertake an active role. • Be able to work flexibly to meet the needs of the service, working weekends and evenings. • Ability to recognise and report hazards. • Hold a UK valid and clean driving licence. • To be able to work independently and unsupervised. • Committed to own personal and professional development. • Represent the company in a professional manner. 	<ul style="list-style-type: none"> • Hobbies and interests to bring to the team. • Ability to use and understand a range of communication methods. • Have own vehicle with business insurance.
3. Knowledge & Qualifications	<ul style="list-style-type: none"> • Awareness of disabilities. • Awareness of the Ryde House Group. • Knowledge of the job role and responsibilities. 	<ul style="list-style-type: none"> • QCF level 2 (or equivalent). • GCSE Maths/English (pass). • Knowledge of challenging behaviours and management of behaviours. • Knowledge of Safeguarding. • Knowledge of health needs and personal care.