

Community Outreach Worker

Job description

Job Title:	Community Outreach Worker
Hours:	12 hours per week – to be delivered Thursdays and Fridays
Salary:	£13.42/£14.27per hour (unqualified/QCF Health & Social care level 3 or equivalent) (up to 6% pensions contribution)
Contract:	Permanent
Holiday:	5 weeks per annum (pro rata) plus bank holidays
Responsible to:	Operations Manager
Supervisory responsibility:	Volunteers
Base:	Blended – Radnorshire
Probationary period:	3 months

Mid & North Powys Mind is committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. Therefore, we particularly encourage applications from individuals who are underrepresented in the social care workforce. These include people from Black, Asian and minority ethnic backgrounds, disabled people, people with lived experience of poor mental health and individuals from the LGBTQIA+ community.

Job Purpose:

To be responsible for managing the twice monthly community groups in Builth Wells and Knighton.

Both groups meet in community venues in the 2nd and 4th weeks of the month

Project Description:

To provide mental health and wellbeing support to the people of mid Powys, by facilitating twice monthly groups in both Builth Wells and Knighton. The groups meet in community venues in the 2nd and 4th weeks of each month.

Both groups are activity based, with a programme of activities being created in co-production with the group's members.

These groups help to support people's wellbeing and combat loneliness and isolation in our very rural setting. In the weeks where groups are not on, the Community Outreach Worker and the groups' associated volunteers ensure that all group members who would like a phone call are contacted, providing additional support when needed.

People who access the service will be 16 years and over, who are struggling with poor mental health or wellbeing. As well as the groups providing peer support, social interaction and valued occupation, the Community Worker is also available to offer 1:1 Support to any group member, should the need arise.

You will be working in a collaborative way with the person, the rest of the Mid & North Powys Mind team and other external organisations, to help the person address the issues they face and take small steps forward on their recovery journey.

Full training and an extensive induction will be provided for the role.

Main Duties

1. Ensure a reliable, regular, recovery focused support service is provided to members of the group.
2. Involve members in the planning, running and development of services – for example: choice of venues, activities and courses.
3. Support people to acquire the information, knowledge and skills to achieve their personal goals and improve their situation and mental health.
4. Be mindful of possible Safeguarding and other risk concerns, reporting any concerns to your Manager straight away and following our Safeguarding Policy.
5. Promote the service as widely as possible through both advertising and partnership working and proactively work towards recruiting new members.
6. Liaise with statutory sector mental health services to ensure good relationships and promote the community groups.
7. Recruit, train and manage volunteers to support these groups.
8. Compile up to date knowledge of and work with key partnership organisations, services and groups that are appropriate and relevant to members.
9. Keep up to date with current mental health issues and developments.
10. Be responsible for thorough monitoring and evaluating of the service, in line with the requirements of our funders.
11. Liaise with staff of Mid & North Powys Mind around all service developments and attend all staff meetings, reflective practice sessions and monthly supervision.
12. Provide regular supervision for all volunteers under your management, as per Mid & North Powys Mind's Staff and Volunteer Supervision Policy, keeping a record to be shared in a timely manner with both personnel files and the volunteer.
13. Ensure that community venues are fit for purpose.
14. Be responsible for all communications with community venues, ensuring that bookings for ongoing use are in place and communicating cancellations when necessary.
15. Work within the policies and procedures of the Organisation
16. Undertake all relevant training as identified by the Organisation

Person Specification

Experience and Qualifications

- Relevant experience of working with people who have experienced mental health problems and an understanding of the issues
- Excellent organisational, IT and communication skills

Knowledge

- Ability to recognise mental health problems and support people in a holistic person-centred way
- A clear understanding of confidentiality, safeguarding and information sharing

Essential Qualities

- Ability to reflect, learn, adapt and make changes
- Ability to work on own, set own priorities and take initiative

- Ability to work creatively with others within the local context
- Ability to plan and organise activities and opportunities for people, based on their needs
- Ability to work within a team
- Ability to support people to access information and resources
- Ability to network and build good working relationships with a wide range of agencies
- Ability to act responsibly to ensure the safety of self and others, including a thorough understanding of duty of care and the involvement of specialist services
- Ability to manage administration and evaluation procedures using computerised systems
- Ability to listen actively and with empathy
- Ability to travel within the district (expenses are paid)

Desirable Qualities

- Willingness to learn or ability to speak Welsh
- Relevant experience within the voluntary sector
- QCF/NVQ level 3 Health & Social care or equivalent (or a willingness to undertake this if contracts are extended)

We work to the following Guiding Principles

- The person decides what matters
- Only do work which is of value to the person
- Decisions are made in the work. This means decisions being made at the frontline by staff / managers / senior managers who learn how things work, and remove barriers to achieving the purpose of people living their lives their own way
- Staff feel trusted and safe in their organisation
- Expertise is made available at the first point of entry to meet demand. This involves putting staff with the right skills and knowledge in frontline support teams for understanding and addressing the problems members bring.
- To “Pull and not Push” – that is, pull in the right thing for the citizen (rather than refer or signpost the person on). It means taking responsibility to engage with the staff member or agency that you are pulling, to ensure they do the things that matter to the person
- Get it right first time for the person or obtain good information and knowledge in discussions before pulling in the person or agency who can provide the right response at the right time in the right place.
- Work to the choices of the person who will make the final decision about the actions to take.