

1. JOB PROFILE

Post	Domiciliary Outreach Support Worker for Adult care (including Mental Health, Older people and learning disability services)
Accountable to	Domiciliary Care Registered Manager
Line Manager	Domiciliary Care Registered Manager

2. THE PURPOSE OF THE POST

- To work as a member of the Domiciliary Outreach Care Team, providing support across the Adult care services including mental health, learning disability and older people's services.
- To provide person centered support in a manner which will always encompass the following essential features:
 - respect for the person as an individual
 - maintenance of awareness and respect of the fact that your workplace is the person's own home
 - the opportunity to help and support the tenant / person to enhance their skills and well-being appropriate to their lifestyle and ability
 - provision of practical support to each individual
 - assistance for the tenant / resident in making their own choices and decisions

3. RESPONSIBILITIES

To provide help, guidance and support to people across the mental health, learning disability and older peoples services as identified in the individual's Person Centered Support Plan. This will require you:

- a) To adhere to Catholic Care Policies and Procedures at all times.
- b) If appropriate, to participate as part of the outreach support team, in planning, organising and reviewing the individual's Person-Centered Support Plan.
- c) To offer appropriate support, as identified, to ensure that the person maintains and complies with their tenancy agreement, if applicable
- d) To ensure that appropriate records are kept and maintained at all times.
- e) To assist the person to maintain their health and well-being

The principal responsibilities of the person performing this job are varied and will include some or all of the following:

- Assisting people with household duties / tasks e.g. meal preparation, light housework, shopping, laundry maintaining a clean home, purchasing food, household and cleaning items, furnishings and personal items etc.
- Assisting with personal care; dressing, bathing, assistance getting up or going to bed.
- Prompting and administration of medication if required
- Dispensing medication in accordance with the agreed procedures.
- Encouraging service users to mobilise safely where possible
- Budgeting and benefits advice where appropriate
- Provide a sitting service when required

- Community Outreach; grocery shopping, collecting pension and prescriptions, accompanying / transporting people to their chosen activity / appointment.
- To ensure the safe handling of finances and ensuring that full and detailed records are maintained in accordance with Catholic Care Policies, Procedures and Guidelines.
- Supporting the promotion of relationships which enable people to be involved in the life of the community.
- Support people to access the local community through support groups and activities
- To support, where appropriate the promotion of relationships which enable the person to be involved in the life of the community.
- Ensuring that the appropriate Health & Safety guidelines are followed at all times.
- Upholding the rights of individuals and work in their interests to support them towards maximizing their independence and reaching their full potential
- Undertaking 'sleep in' duties as required.
- Contacting the 'on call' manager in the event that managerial advice is essential to deal with an immediate situation or crisis.
- To undertake the mandatory training required to carry out the expectations of your role and any further specialist training as and when requested
- To provide the individual with support, guidance and help, that is commensurate with the general level of responsibility of the post.
- To uphold the values of Catholic Care and to apply these at all times in your dealings with others.

4. **ADDITIONAL DUTIES**

It is the nature of the work of Catholic Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. Each staff member is, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description have to be undertaken. Such additional duties would normally be to cover unforeseen circumstances or changes in work and would normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

There will be occasions when you as a support worker will be asked to work in that capacity in one or other of our services including Children's Residential and Outreach Services.

5 **CONFIDENTIALITY**

It is expected that all Catholic Care employees will understand that our work is confidential and that personal details must not be divulged to members of the public. This obligation will continue indefinitely even after termination of employment. All approaches by the media or other third parties must be referred, unanswered, to the line manager.

6 **VALUES AND PRACTICE PRINCIPLES**

The person who holds this position is expected to be familiar with and have regard to the Values of Catholic Care and work within that framework. He or she must be prepared to operate within the ethos of the Charity and ensure that people of all denominations and faiths have their spiritual needs respected.

7 **SAFEGUARDING**

Catholic Care acknowledges the responsibility to safeguard and promote the welfare of children and adults at risk regardless of gender, ethnicity, disability, sexuality or beliefs. We are committed to ensuring safeguarding practice reflects statutory responsibility, government guidance and complies with best practice. It is therefore the duty of all employees, trustees and volunteers to adhere to this policy commitment.

8. QUALIFICATIONS AND EXPERIENCE

The person appointed to this position will satisfy the criteria identified in the Person Specification.

All posts will be offered subject to satisfactory references and DBS Enhanced Disclosure being obtained

August 2017

Person Specification

Service	DOMICILIARY OUTREACH SERVICE
Post	OUTREACH SUPPORT WORKER

Qualifications	Essential	Desirable
LDAF/LDQ / Care Certificate		✓
NVQ Level 2 [+] / Diploma in Health and Social Care / Equivalent		✓
Educated to GCSE or equivalent	✓	
First Aid Certificate		✓
Full Driving License and Car driver	✓	
Experience		
A minimum of two years experience of working with people who have a learning disability/Older people		✓
Experience of working within a supported living environment		✓
Relevant work experience	✓	
Voluntary work for a charity		✓
Skills		
Ability to work alone (unsupervised) and as part of a team and use initiative	✓	
Practical skills – Organisational skills (e.g. activities etc)	✓	
Good verbal and written communication	✓	
Patience and ability to listen to and empathise with people	✓	
Interpersonal skills – ability to engage with people	✓	
Ability to manage challenging behaviour		✓
Ability to provide personal care support including personal hygiene	✓	
Knowledge		
An experiential knowledge of how to interact with service users and their families		✓
An understanding of people who have learning disability	✓	
Knowledge of how to manage stress		✓
Knowledge of how to facilitate promotion of independence	✓	
Knowledge of Health & Safety issues and Risk Assessments	✓	
Attitude		
A caring attitude based on respect for individuals and their rights	✓	
A respect for dignity of clients	✓	
Ability to appreciate equal opportunities and strategies to achieve this	✓	
Respect for the independence and dignity of service users	✓	
To be inclusive and allow people to have choice in making decision relation to their life experience	✓	
Understanding and sympathetic to the mission, ethos, values and principles of practice relating to Catholic Care	✓	

Willingness to work flexibly with in a shift pattern i.e. , unsocial hours including nights, weekends, bank holidays & breaks away with tenants	✓	
Dependable, punctual and patient	✓	
Sensitive and caring approach to people	✓	
Willingness to take direction and undertake training	✓	