

Outreach Officer

Service/Team	ASC Contact Centre
Reports to	Team Manager
Responsible for	N/A
Number of posts	
Post number	TBC
Career Grade	G

My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by promoting strong connections to services in the community which will help people to achieve their individual outcomes.

Job Overview

To guide adults in achieving their individual outcomes when apparent needs for Social Care intervention arise, enhancing their strengths and those of their support networks, and preventing the need for longer term social care support

Key Responsibilities

1. Undertaking needs led assessments and strengths-based conversations with adults which may be virtual or face to face
2. Take Care Management responsibility for several active cases including co-produced support plans, resolving financial issues and reviews which may include the supply and installation of equipment and adaptations
3. Implementation of service provision, equipment, adaptations, or assistive technology provided to maximise independence, achieve individual outcomes, promote community connections and support asset-based service development model
4. Develop meaningful relationships with people and discover unique possibilities and solutions that build on their own strengths and enabling them to become more active, health and happy
5. Provide appropriate advice, guidance, and signposting, including benefits advice and promoting the use of web-based resources, that will encourage people to make informed choices about their everyday lives
6. Develop strong working partnerships with other professionals in Acute & Primary Health Care, Social Services, Housing and Provider Organisations to utilise all opportunities for early intervention and prevention
7. Implement the Safeguarding policy and procedures, work to protect adults at risk of harm or abuse and eliminate or minimise identified risk.
8. Focus on reducing over-prescribed or unnecessary care packages and reduce reliance on formal Social Care services where possible
9. To undertake such training as may be required to ensure that the duties of the post are carried out efficiently and effectively with the client at the centre of all decisions
10. To undertake such other duties as may be required from time to time commensurate with the level of the post.

Specific Qualifications and Experience

- 4 GCSEs (or equivalent.) to include English
- NVQ II (or equivalent) in social care related subject
- Recent work experience in social care or similar field, involving direct contact with health and social care professionals and members of the public at home, in the community or in a care/hospital environment is desirable
- Completion of Trusted Assessor training (or equivalent competency framework) or a commitment to undertake this

- Awareness of the social, legal, and political context within which social care services are delivered; knowledge of the Care Act 2014, Mental Capacity Act 2005 and safeguarding policies and procedures

Personal Qualities & Attributes

- Respectful, reliable, observant, adaptable and emotionally intelligent, with good levels of resilience and an interest in personal and service development

Job Requirements

- Enhanced DBS check with adult barring list
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.