

**Title: Outreach Worker**

Accountable to: Project Manager  
Reports to: Senior Outreach Worker

**Basic Function:**

To provide appropriate prescribed support to service users and their families/dependants in their own homes.

Working in line within a legal, statutory and organisational framework the worker will promote the organisation's ethos of empowerment and self determination for service users, valuing diversity and respecting rights, privacy and choice. The Outreach Worker will be expected to work in partnership with service users to ensure that they and their families/dependants are protected from abuse, neglect or exploitation.

Please note that you are applying for a post working with people with a learning disability. You should be aware that, given the nature of the disability of some of the service users with whom you will be working, you may witness or experience behaviours that challenge. You should therefore consider whether you have the necessary knowledge, skills and values to work in such an environment.

**Duties:**

**Principles of Care**

1. Work in partnership with service users to promote individuality, rights, choice, privacy, independence, dignity and respect.
2. Promote equal opportunities for the service users you are supporting.
3. Support and respect diversity and different cultures and values of service users.
4. Understand the importance and limits of confidentiality and adhere to organisational policies and procedures about sharing information.
5. Work with a person centred focus, acknowledging the history, preference, wishes and needs of the service users.
6. Enable service users to control own lives and make informed choices about the service they receive.
7. Provide support to individual service users in accordance with the needs detailed in each individual care and support plan.
8. Support may include the following:
  - Support adults/children with personal care where required
  - Support and encourage service users to undertake and develop daily living tasks such as budgeting, cooking, cleaning and general household management.
  - Support service users in individual and group social and leisure activities.
  - Support service users with his/her emotional needs.
  - Facilitate opportunities for service users spiritual needs to be met.
  - Accompany service users where necessary to medical, social or other appointments.
  - Support service users to maintain a positive link with family, friends and the wider community.
  - Support service users to manage their behaviour following a positive behavioural support approach.

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9. Contribute to assessment of service users as required.
10. Work in accordance with organisation's risk assessment procedures to assess whether the behaviour/activities of service users present a risk of harm to themselves or others, whilst recognising that service users have the right to take acceptable risks.
11. Know how to inform relevant people about any risks identified.

**Organisation and Role**

1. Understand your responsibilities as outlined in the NISCC Code of Practice for Social Care Workers.
2. Work in accordance with the aims and values of the organisation.
3. Understand the roles of other workers and work in partnership with them.
4. Work in partnership with outside agencies, family members, unpaid carers / advocates / significant others.
5. Understand and follow policies and procedures for service users, as appropriate to the job.
6. Be reliable and dependable.
7. Work within a flexible duty roster to ensure the maximum wellbeing of service users.

**Maintain Safety at Work**

1. Be aware of and work in accordance with key legislation relating to health and safety in the work setting(s) and understand the responsibilities of yourself and the organisation for the service users you support.
2. Understand the organisation's policies and procedures in relation to health and safety in your work setting(s) and the service users you support and apply the organisation's policies and procedures in relation to health and safety in the work setting.
3. Work in accordance with key legislation that governs all moving and handling tasks, know how to assess risks in relation to moving and handling service users or objects and practice safe moving and handling techniques at all times.
4. Promote fire safety in your work setting.
5. Respond to illness or accident in line with organisational policy and procedure.
6. Understand and be able to practice basic emergency First Aid techniques for both.
7. Practice effective infection control to prevent the spread of infection.
8. Follow organisation's policies and procedures in relation to medication and health care tasks.
9. Be aware of and work in accordance with any security measures in the workplace, recognising the risks to your personal safety and well being in your work setting(s), and adhering to any safeguards in place or required to minimise these.

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**Communication**

1. Recognise and work to remove the main barriers to communication for service users.
2. Understand and practice effective verbal/non- verbal communication and effective listening skills with service users.
3. Understand and use appropriate aids to enhance communication where required.
4. Maintain all required records in accordance with organisation policy and procedures, legislative and good practice guidelines.

**Safeguard Service Users from Abuse and Neglect**

1. Work in line with organisation's policy and procedures on safeguarding adults at risk of harm and child protection.
2. Report any suspicions of harm, abuse or neglect of the children and/or adults you support.
3. Safeguard service users' finances in line with the organisations procedures.
4. Know how and when to report any resource or operational difficulties that might affect the delivery of safe care.
5. Know how and when it is your duty to report the practice of colleagues which may be unsafe.
6. Know what to do if you have followed your organisation's policies and procedures to report suspected abuse, neglect, operational difficulties or unsafe practices, and no action has been taken.

**Staff Development**

1. Seek advice, information and support about the organisation, your own role and responsibilities and the role/ responsibilities of others when necessary.
2. Avail of and contribute to effective staff supervision in accordance with organisational procedures.
3. Maintain, update and develop skills and knowledge to support and develop your work.
4. Work with your line manager to agree and follow your personal development plan.
5. Participate in internal and external training courses as required.
6. Attend and contribute to regular staff meetings.

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