

1.0 JOB TITLE

Senior Outreach Worker

1.1 JOB PURPOSE

To assist with management of local projects, ensuring teams are well supported and supervised. performance KPI objectives, quality standards and contractual obligations are met through effective management of local teams reflecting the values of Julian House. Maintain a visible and active presence within local teams. With support from the Service Manager, ensure service improvements are embedded within local projects.

Responsible for supporting clients to reach their maximum potential. Uphold the values of Julian House

1.3 ORGANISATION

Immediate Supervisor: Service Manager

Direct Reports: Outreach Workers

1.4 JOB ACCOUNTABILITIES

- Assist the Service Manager with operational management, staff line management of local project team.
- Provide supportive line management and supervision to team members ensuring regular reviews are in place including monthly supervisions, PDRs and any other reviews as appropriate.
- Provide a caseload of clients with high-quality person-centred services which takes a strength based and trauma informed approach.
- Identify and promote opportunities for client involvement within the project(s).
- Obtain clients views and feedback shape the design and delivery of local projects.
- Provide clients with advice, information so that they can access appropriate services internally and externally.
- Maintain accurate records using Client Record Management system (INFORM), undertake quality assurance checks.
- Carry out effective multi-agency working with external agencies to maximise opportunities for clients.
- Deal professionally with local incidents and safeguarding ensuring action is taken, communicated, followed up and recorded.
- Carry out appropriate health safety and compliance actions. Liaising closely with Health, Safety and Facilities Team in the delivery of these.
- Support and supervise volunteers in the projects.
- Support and mentor social work students as required.
- Take part in out of hours on call system.
- Undertake travel to support staff and clients as required.

- Any other duties which are commensurate with the role.

2.1 PERFORMANCE MEASURES AND CRITICAL SUCCESS FACTORS

- Actively support local team ensuring team members are effectively supported and supervised.
- Effective multi-agency working (measured by feedback, referrals and joint working)
- Deliver positive outcomes for our clients including client involvement.

2.0 PEOPLE PROFILE

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Proven ability to develop supportive, empowering relationships with socially excluded clients, resulting in high quality client service. ▪ Ability to communicate effectively with colleagues and with external agencies at appropriate levels. ▪ Ability to effectively manage own and supervise direct reports workload. ▪ Highly motivated and resourceful with ability to work on own initiative. ▪ Flexible. 	Outreach experience
Knowledge	<ul style="list-style-type: none"> ▪ A proven knowledge and understanding of equality and diversity and bringing these into everyday practice within projects. ▪ A proven knowledge and understanding of the care and support requirements of people experiencing social exclusion. 	
Experience	<ul style="list-style-type: none"> ▪ Proven experience of working with people experiencing social exclusion. ▪ Track record or working as part of a team in housing, health or social care setting. 	<ul style="list-style-type: none"> ▪ Lived experience of the services that Julian House provides.
Values	<ul style="list-style-type: none"> ▪ Commitment to equality and diversity. ▪ Solutions-focused approach within projects. ▪ An enthusiastic “can do” approach to implementing excellent service within projects. ▪ Ability and motivation to embed a recovery focused approach and a strength- based trauma informed approach within projects. ▪ Ability to be an ambassador for Julian House values, culture, and behaviours. 	
Other	<ul style="list-style-type: none"> ▪ Ability to travel. 	