

Job Description: Outreach Support Worker

Salary: £19,302 p.a.

Hours: 21 hours a week - Initial 3 month contract
(usually 2 weekdays and 1 weekend day)

Responsible to: Community Service Manager

Purpose of job: The main purpose is to visit isolated and/or vulnerable people in their own homes to help them live their lives as independently as possible, ensuring they are safe and secure and to provide advice, information and advocacy as needed to enable them to access appropriate services.

There may be occasions where evening work will be required.

Southwark Irish Pensioners Project (SIPP) work to our core values to ensure our service users are central to the development of our services, also to respect each person's dignity and to empower our service users to feel valued members of society.

A key element of this role is to develop and maintain the organisation's working ethos and culture contributing to the strategic aim of SIPP to meet the needs and support the well-being of older Irish people in south London.

We strive to provide a supportive working environment for our staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Main duties and responsibilities

- To meet with clients establishing their needs to maintain their independence - physical, mental and emotional - whilst building trusting relationships
- To maximise clients income through claims for welfare benefits, debt management and through available grants
- To enable clients to access statutory and voluntary services as appropriate to their needs and wishes, advocating on their behalf as required
- To develop good working relationships with statutory and voluntary professionals
- To promote good relationships with client's families and friends to facilitate positive support networks where appropriate
- To monitor hospital stays, inputting to client's discharge to ensure it is safe and appropriate
- To monitor care packages to ensure they are appropriate to the needs and wishes of the client
- To work closely with Local Authorities and hospitals through bereavement processes, where

appropriate, to ensure that the client's wishes are adhered to, as far as possible

- To record and collate statistics on our database, including notes, action points and outcomes for monitoring and evaluation purpose
- To deal with correspondence, manage your own schedule and produce reports as required
- To respond to enquiries in the drop-in advice and information service as required (usually annual leave cover)
- Contribute to the wider life and activities of SIPP, such as taking part in community celebrations, gatherings and covering for other staff during absence as appropriate
- Attend and participate in internal meetings including staff meetings, 1 to 1's, supervision and appraisals
- Work co-operatively with other staff, volunteers, Trustees and sessional workers
- To respond effectively to specific targets as designated by your supervisor
- To deliver a service that meets the highest quality standards
- To carry out any other duties reasonably requested by senior staff
- To attend relevant training, conferences and events as required
- To work according to the standards, policies and procedures of SIPP with particular regard to confidentiality, equality and diversity and health & safety policies, following good professional practice at all times and taking responsibility for the safety of self and others
- To raise the profile of SIPP and older people within the voluntary and statutory sector and within the community in general, ensuring the values of SIPP are upheld
- To ensure that expenses and any other financial returns are completed accurately, are comprehensive and submitted on time

Person Specification

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

Essential

- An excellent understanding of the issues affecting older Irish people and the wide range of experiences, backgrounds and levels of vulnerability of this group of people
- Excellent interpersonal skills with the ability to communicate effectively with older people who may have sensory impairments or communication difficulties
- Experience in a role (paid or unpaid) supporting vulnerable adults particularly, but not exclusively related to alcohol abuse and dual diagnosis, mental health issues
- A good working knowledge of the welfare benefits applicable to older people
- Well versed in the customs and traditions of Irish culture
- The ability to demonstrate empathy for the client group and a commitment to person centred working
- Experience of dealing effectively with challenging situations
- The ability to respond constructively to instruction from your supervisor
- Good working knowledge of IT, particularly MS Word
- A flexible, proactive approach with a willingness to adapt to meet service demands
- Willingness to work regular weekends and occasional evenings
- Willing to attend training as required
- Commitment to the core aims of the organisation, promoting SIPP's policies and procedures

Desirable

- A gaelic speaker
- Knowledge of the health and social care systems in the UK (particularly pertaining to Southwark, Lambeth and Lewisham)
- Experience of working (paid or unpaid) within a small team
- Ability to work to targets
- Ability to receive and record information about clients
- Knowledge of using a database

Other

- Willingness to travel and work in different locations across south London
- The successful applicant will be required to have an enhanced DBS Check
- A current clean UK driving licence and use of a car would be beneficial

Please note: All lone workers are provided with a mobile phone, mobile safe App and receive lone worker training along with statutory training including risk assessment, safeguarding adults, health and safety, emergency first aid etc.