



JOB DESCRIPTION



Job Title

Support First Project Worker

Contract Type

Fixed Term Contract to 30th June 2021 (Grant funded by Big Lottery Fund)

Hours Worked

35 hours per week (Mon-Fri 9-5 with occasional early mornings/evenings)

Main Duties and Responsibilities

- To manage a caseload of Support First clients - providing intensive care planning and interventions for the most frequent A&E attenders/hospital admissions and high callers that meet the Support First criteria for referral and focusing on prevention and support with these 'revolving door' clients
- To carry out all initial assessments, utilise impact assessment tools (e.g. Outcomes Star, WEMWBS, Alcohol Audit C Assessment, PHQ4) and prepare personalised action plans with the individual and in partnership with relevant agencies focusing on a 'whole-needs' approach
- To help individuals put their action plan into practice by negotiating and brokering appropriate services, practical help and support and putting in place interventions that will achieve agreed outcomes using a flexible approach as dictated by the needs of the individual
- To work in partnership with BAND, in particular their Mentoring and Befriending Coordinator and volunteers befrienders to work alongside clients with mental health needs, confidence and self-esteem needs
- To establish contacts and build strong relationships with partner agencies including Bolton NHS Foundation Trust Teams, Greater Manchester West Mental Health NHS Foundation Trust, Greater Manchester Police, North West Ambulance Service. This will include attendance at multi-disciplinary team meetings (MDTs), staff briefings/training, fostering referrals and requesting monitoring information
- To keep clear records through support logs, monitor and record individual's outcomes and collect case studies, providing evidence to evaluate success
- To maintain a high level of knowledge and expertise on issues around complex needs including housing and benefit issues, substance misuse, mental and physical health
- To recognise personal and professional boundaries and to work within the Policies and Procedures of Urban Outreach Bolton (including Child Protection Policy, Vulnerable Adults Policy, Health and Safety Policy) and to abide by them at all times
- To act professionally at all times, representing the best interests of Urban Outreach in all dealings with clients, partner agencies and other groups
- To work alongside the Chief Executive, Strategic Development Manager, other Urban Outreach staff and representatives of the Support First Steering Group to develop and promote the project.

Person Specification: Support First Project Worker

Please try to show on your application form, how you meet all the items on this specification. Your response will be used for shortlisting and interview purposes.

Experience	Essential	Desirable
Experience of working with individuals with multiple and complex needs	✓	
Experience of support work/care planning; undertaking assessments and working to agreed plans to achieve positive outcomes	✓	
Experience of multi-disciplinary working from a relevant field e.g. social work, housing, education, criminal justice, health, substance misuse or other relevant discipline	✓	
Experience of keeping records and logs, recording activity, outputs and outcomes	✓	
Experience of partnership working and attending multi agency meetings	✓	
Experience of working in the charitable and voluntary sector		✓
Skills, Knowledge and Understanding		
Ability to relate well to vulnerable and socially excluded individuals as well as professionals and other agencies	✓	
Ability to be honest and realistic with individuals and challenge where necessary in an appropriate way	✓	
Ability to provide practical support to individuals, e.g. accompanying on visits; establishing routines, budgeting, benefits	✓	
Ability to plan, organise and manage workloads	✓	
Good written and verbal communication skills including the ability to communicate complicated and sensitive information orally and in writing	✓	
Good attention to detail and accuracy	✓	
Computer literate – including competence in the use of Microsoft Office	✓	
Knowledge and understanding of the needs of disadvantaged communities and excluded groups, particularly homelessness and a passion to address these needs	✓	
Understanding of partner agencies including housing, employment, criminal justice, health, substance misuse, and social care	✓	

Education and Qualifications		
Qualification in a relevant discipline e.g. social care, housing, criminal justice, health and education		✓
Access to a car and holding a full UK driving licence	✓	
Personal Attributes		
Compassion for vulnerable and disadvantaged people, demonstrating non-judgmental attitudes	✓	
Self-motivated, proactive and can work on own initiative	✓	
Honesty and integrity	✓	
Respect confidentiality and ensure personal information is shared only with consent	✓	
Prepared to work flexibly outside standard office hours; review working practices and adapt and develop them as appropriate	✓	
Emotionally resilient, committed, confident and determined	✓	
Interacts well as part of a team	✓	
Willingness and enthusiasm to think differently and work across traditional organisational boundaries to deliver change	✓	
Agreement with the Christian ethos of Urban Outreach	✓	

Prepared: April 2017