



# JOB DESCRIPTION



## Job Title

**Support First Project Worker**

## Contract Type

Fixed Term Contract to 30<sup>th</sup> 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

1. 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 funding criteria and focusing on prevention and support.
2. To carry out all initial assessments, utilise impact assessment tools and prepare personalised action plans with service users and in partnership with relevant agencies, focusing on a 'whole-needs' approach.
3. 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.
4. To work with our partner organisation 'BAND' who are providing befriending support for project clients with mental health needs, confidence and self-esteem needs.
5. To build and maintain 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, staff briefings/training, fostering referrals and requesting monitoring information.
6. To keep clear records through support logs, monitor and record client outcomes and collect case studies, providing evidence to evaluate success.
7. 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 difficulties.
8. To recognise personal and professional boundaries and to work within the policies and procedures of Urban Outreach Bolton (UOB). This includes child protection, safeguarding vulnerable adults, health and safety, data security and confidentiality.
9. To act professionally at all times, representing the best interests of UOB in all dealings with clients, partner agencies and other groups.
10. To work alongside the UOB Leadership Team, others within UOB and partner agency staff 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.*

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

<b>Education and Qualifications</b>		
16. Qualification in a relevant discipline e.g. social care, housing, criminal justice, health and education		✓
17. Must have the use of a car for work (with business insurance) and a full clean UK driving licence.	✓	
18. This role involves direct work with vulnerable people, requiring an Enhanced Disclosure and Barring Service (DBS) check. We can arrange this.	✓	
<b>Personal Attributes</b>		
19. Demonstrable personal commitment to the charitable objects and Christian ethos of UOB.	✓	
20. Showing compassion for vulnerable and disadvantaged people, demonstrating a non-judgmental attitude	✓	
21. Solution focussed, self-motivated, proactive and able work on own initiative	✓	
22. Demonstrates honesty and integrity	✓	
23. Respect confidentiality and ensure personal information is shared only with consent	✓	
24. Prepared to work flexibly outside standard office hours as determined by needs of the service	✓	
25. Emotionally resilient, committed, confident and determined	✓	
26. Able to work effectively as part of the wider UOB team – supporting one another to achieve a shared vision, mission and aims.	✓	
27. Willingness and enthusiasm for thinking differently, working across traditional organisational boundaries to deliver better outcomes for service users	✓	

First prepared: April 2017

Updated: May 2019