



Outreach Support Assistant

Hogarth Centre Brentwood

Reference EC- 71737

Essex Community Support

Hours 35 per week Monday to Friday

Salary £14,733 to £15,726 pro rata

This is an exciting opportunity for someone who wants a new challenge, to enhance and develop their social care skills and knowledge. You will be working one to one with Vulnerable Adults in their own home and local community undertaking a variety of tasks dependant on customer goals and aspirations.

Access to a car for business purposes is essential as you will be required to work across an operational area

You must obtain a satisfactory Enhanced Criminal Records Disclosure Certificate which will be paid for by the company.

Essex Cares is committed to the safeguarding and welfare of vulnerable adults and expects all staff to share the same commitment. Appointment subject to satisfactory reference checks.

For informal enquiries please contact Julie Ann Wall on 01277 228254

For an Application Pack please contact Nora Hills at Recruitment 01245 471974

Closing Date 24-2-2012





Job Profile

Job Title	Outreach Support Assistant
Job Grade	Band 2 scale point 11 to 14 (with the opportunity to progress to scale point 15 & 16 dependent on career progression programme)
Service	Home Support Division – Outreach Services
Accountable To	Team Leader.

Job Purpose

- To support customers in achieving their identified outcomes.
- To promote and encourage customers to be independent through working in an enabling way and using Reablement techniques.
- To ensure customers have choice and control over the services they receive.
- To provide physical, social and emotional support to customers in order to enhance their quality of life.

Principal Accountabilities

1. Assisting the Team Leader in achieving service outcomes, contractual requirements, standards, new business initiatives and service improvement projects.
2. Meeting outcome based performance targets as determined by the line manager.
3. To develop and maintain good communication with customers, colleagues and other professional at all times.
4. To develop and maintain links with other professionals e.g. GP's, District Nurses, Community Psychiatric Nurses.
5. To support customers in achieving their desired outcomes (as identified in their personal action plans) by providing personal and practical support in a way that promotes customers to retain independence and skills.

6. To be able to support customers to research and identify desired ways in which to achieve their personal outcomes.
7. To ensure that all services provided to customers are delivered using Reablement techniques that enable customers to learn and maintain new skills.
8. To ensure customer have choice and control over the service they receive at all times.
9. To identify new and improved ways of delivering services to customers.
10. To regularly maintain and update records, including recording daily progress, activities, observations and achievements clearly and appropriately.
11. To have a clear understanding of good professional boundaries and to demonstrate the understanding through safe working practises.
12. To be able to work to set policies, procedures and practises as set by Essex Cares.
13. To work with customers in different settings including company buildings, the community and in customers homes.
14. To work effectively as a member of a small team on a daily basis but to adapt to working as a member of a larger service/team when required.
15. To provide cover to other services across service area when required.
16. To attend regular meetings, training courses, events as directed by line manager.
17. To travel as the needs of the service requires throughout the County of Essex.

Person Specification Essentials

- Level 2 qualification in care or a relevant field is desirable.
- Can demonstrate a commitment to a modern approach in the way services to vulnerable people are delivered.
- Experience of working in an environment that supports people to achieve outcomes.
- To have an awareness of the needs of customers and the challenges they commonly face.
- Good team worker with experience in building positive working relationships.
- Can demonstrate a willingness to work flexibly and within a rapidly changing work environment
- Ability to work on own initiative and within professional boundaries.

- To work independently with customers with minimum or no supervision.
- Good communication skills, written and verbal.
- Committed to self development and learning.



Empathetic & compassionate

Responsive

Integrity

Proud to help Service Users & to represent Essex Cares

Supportive & encouraging

Adaptable & progressive

Value	Examples of the types of behaviour that are examples of the value
A daptable and progressive	<ul style="list-style-type: none"> • we look forward to trying different ways to support to the people who use our services • we are open and accepting to new ideas and ways of working • we constantly monitor our service to ensure that it is effective, value for money and accessible • we regularly collect customer feedback to enable us to structure our services into an organisation that people will trust and recommend
S upportive and encouraging	<ul style="list-style-type: none"> • we are positive and open minded, seeking opportunities to praise and reward • we are good at listening and responding positively to each other and when working with the people who use our services • we do our best to support each other at work and respect our fellow workers • we are good at working together and offer our help to others whenever we can • we treat everyone we come into contact with in the same way as we would like to be treated
P roud, to help SU and to represent Essex Cares	<ul style="list-style-type: none"> • we work hard to do our best for the people who use our services and make a difference to their lives • we want to become known as the provider of choice in the county and we know how each of us can contribute to this ambition • we recognise that all of us have a part to play in making Essex Cares the provider of choice • we always work to the best of our ability and try hard to make a

	<p>difference to the lives of the people who use our services</p> <ul style="list-style-type: none"> • we work together to support the Essex Cares business ethos • we have people at the heart of everything we do • we celebrate the diversity of the people who use our services and recognise their contribution to enriching our working lives
Integrity	<ul style="list-style-type: none"> • we are honest and truthful in all our interactions with the people who use our services, colleagues and fellow workers • we work together and treat each with respect • we strive not to let our service users and fellow workers down • we work hard and spend our work time productively • we do what we say we will do • we strive to ensure that everything we do is delivered at the same standard to achieve a quality service
Responsive	<ul style="list-style-type: none"> • we respond quickly to our service user needs and deliver people centred services • we work within professional boundaries to provide appropriate responses and build effective partnerships with the people who use our services
Empathetic and compassionate	<ul style="list-style-type: none"> • we are genuinely concerned about the people who use our services, understand their needs and aspirations and work in partnership with them to achieve their personal objectives • we develop our skills to be able to understand the needs of our fellow workers to enable us to display support and assistance and know when this is required • we support people and show them understanding