

JOB DESCRIPTION	
Job Title	Adult Services Support Worker
Contract Type	Permanent
Hours to be Worked	The full time standard working week at Urban Outreach (UOB) is 9.00am – 5.00pm Monday to Friday with 1 hour lunch break. Some work outside these times will be required on a rota basis. Full-time or part-time (not less than 4 days pw) may be considered.
Place of work	The principal place of work is 232-236 St. George’s Road, Bolton, BL12PH. The post-holder may however be required to work at various other operational locations within Bolton as deemed appropriate for the execution of specific duties.
Directly responsible to	The Adult Services Team Leader
Directly responsible for	Clients when engaged within the service
<p>Summary of Role:</p> <p>The post-holder will be supporting adults who are struggling with a multiplicity of problems including substance misuse, homelessness, physical and mental health issues. The role involves close working with Bolton Council, Probation Services, the police and various other agencies across the statutory and voluntary sectors. The job involves the provision of intensive and holistic one-to-one support, the development of trusted relationships, intelligence gathering, risk assessment, the preparation of reports and data sharing with statutory agencies.</p> <p>The job also includes helping service users develop strategies to overcome the difficulties they are facing, make positive lifestyle changes to reduce the risk of further issues arising - and to live healthy, safe and rewarding lives. It involves the provision of practical support, advice, information and guidance. It also involves home visits, group work in various settings and presentations to raise general awareness of our work.</p> <p>In addition, the post-holder will be expected to support the work of our two other teams as determined by service need. These are our Children and Families Team and our Food Services Team.</p> <p>Context:</p> <p>Projects and services that the post-holder will primarily be responsible for supporting delivery of are:</p> <ol style="list-style-type: none"> 1. Our ‘<u>Eve’s Space</u>’ project - supporting women ex-offenders and those at risk of offending – offering support and assistance required enabling a lifestyle free from criminal behaviour. 	

Main Duties and Responsibilities

The post-holder will:

1. Carry a case-load of service users referred to our various Adult Support services.
2. Undertake an assessment of risk for each client referred or engaged into our services.
3. Plan and deliver an appropriate package of support based on need and realistic expectations.
4. Utilise appropriate resources and develop additional resources to enable the provision of effective tailored support.
5. Design and deliver training and guidance for service users and those at risk as required
6. Design and deliver presentations and educational information sharing sessions on the work of UOB to our partner agencies and supporters as required
7. Maintain regular communication and good relationships with partner agencies
8. Act as Lead Professional when required. Attend, convene and chair meetings as necessary
9. Conduct street outreach, home visits and office-based meetings - developing and maintaining good working relationships with highly vulnerable adults and service users who will often display difficult and chaotic lifestyles.
10. Mediate and negotiate solutions which support the needs of service users
11. Maintain thorough records, files and database logs. Collect and provide information in accordance with project/service specifications and contractual requirements
12. Maintain data security and information-sharing protocols
13. Be vigilant in safeguarding vulnerable adults from harm and participate fully in any safeguarding procedures.
14. Support the gathering of service user feedback and involvement in service development
15. Draft news items, take photographs of work interactions and prepare case studies for communication through social media and the UOB website, leaflets and publicity displays.
16. Stand in for and support other Adult Services Team members as required
17. Support 'Food' and 'Children and Families' UOB Team members in service delivery as required
18. Support office-based staff in ensuring phone lines and visitor intercom is covered at all times. Take messages and signpost customers.
19. Undertake relevant training and continuous professional development.
20. Participate in one-to-one competency appraisals, supervision and team meetings
21. Be familiar with and abide by all the policies and procedures of UOB with particular regard to safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working.
22. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with UOB procedures.
23. Undertake other duties and responsibilities consistent with the objectives of this post.

PERSON SPECIFICATION

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.

Essential Criteria

1. Demonstrable personal commitment to UOB's charitable objects, mission, vision, aims and Christian Ethos.
2. Friendly, enthusiastic, supportive and able to work well as part of a team
3. Able to demonstrate personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.
4. Demonstrable skill in guiding and supporting adults with multiple and complex needs.
5. Able to demonstrate good mediation and negotiation skills.
6. Experience in undertaking the role of Lead Professional.
7. Able to demonstrate continuous development of appropriate skills and knowledge
8. Possessing good attention to detail and accuracy in completing tasks in a timely manner.
9. Possessing good organisational skills, the ability to use initiative, to plan ahead, and prioritise well.
10. Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.
11. Able to demonstrate good customer service, listening and presentation skills – relating well to service users and professionals alike.
12. Digitally literate – possessing good literacy and numeracy skills together with a good working knowledge of computer programmes. Competency in data inputting, monitoring and in report writing.
13. Able to build and maintain good relationships with partner organisations.
14. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.
15. Able and willing to work outside standard working hours as determined by needs of the job.
16. Access to suitable facilities to work undistracted from home if and when required to do so.

Required Qualifications

17. This role involves direct work with vulnerable people, requiring an Enhanced Disclosure and Barring Service (DBS) check. We can arrange this.
18. Must have the use of a car (with business insurance) and a full clean UK driving license.

Desirable Criteria

19. Experience in leading and developing projects and services.
20. GCSE grades A – C (9 – 4) in Mathematics and English or equivalent.
21. A relevant professional qualification.
22. Prior experience in the same or similar job role.