Job Profile Information: Outreach Worker

This job profile for *Outreach Worker* is for guidance and must be used in conjunction with the Job Capsule for Job Family People Job Zone 3 Leve 1

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:
To assess and provide housing related support service to assist all referred customers to live independently in the community. To promote customers independence, meeting their needs and enabling them whenever possible to remain in their own homes.

Example outcomes or objectives that this role will deliver:
- To work jointly with social workers and other professionals to assess the housing and other related support needs of service users referred to the service. This will include working with service users whose needs may become critical or substantial without outreach officer intervention.
- To work creatively and flexibly in dealing with complex and difficult situations with regards to vulnerable people
- To assist identified service users with all aspects of housing allocation and resettlement process as necessary
- The post holder will undertake regular assessments and reviews jointly or independently in service users' homes
- To promote effective joint working with other appropriate services including housing management, sheltered housing, welfare rights, resource centres, community alarm, voluntary sector and health services
- To offer a range of advice and assistance including signposting to other agencies to assist customers to remain living independently in the community and to be aware of and keep an updated list of the full range of services and resources available to promote the independence of service users in the borough
- To develop, maintain and review support plans for all service users using agreed recording process. To agree appropriate levels of support and to maintain and manage an active case load.
- To undertake risk assessments around work with service users as required taking account of health and safety regulations and council policy

People Management Responsibilities:

None

Relationships;

The post holder will be expected to develop good working relationships with social care and Council colleagues plus external organisations in the health and voluntary sector.

Work Environment:

The post holder will be expected to:
- Work flexibly across the service responding to changes in demand and to move location in order to achieve a seamless response
- Manage and maintain a constantly varying workload, handling changing or conflicting priorities as a result
- To advise and support colleagues working with service users with complex and challenging needs
- Work will involve regular visits to service users' in their own homes across the borough

Technical Knowledge and Experience:

- Significant experience of working in a housing field particularly in relation to supporting vulnerable people to access and maintain appropriate housing services.
- Experience of assessment and case working procedures and an ability to plan and monitor case work effectively
- Experience of working with a range of service users and a commitment to the promotion of their independent living in the community

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking HERE