

HEADWAY BLACK COUNTRY

Martin Hill Street
Dudley
West Midlands
DY2 8RT

Job Description

JOB TITLE:	Community Outreach Worker
HOURS:	As per contract of employment
CONTRACT:	Permanent
LOCATION:	Martin Hill Street, Dudley but providing services across Dudley, Walsall, Sandwell and Wolverhampton.
SALARY:	£22,126 pro rata (£11.50 per hour- 20 hours per week pro rata £11,960)
RESPONSIBLE TO:	Outreach Services Manager
JOB SUMMARY:	Supporting brain injury survivors and their families/carers to access appropriate support services. To run drop in and other events for carers and to support referrals to the specialist advice service run in partnership with Dudley CAB. Support new referrals to Headway Black Country. To present the Headway service in variety of statutory and non -statutory settings, raising awareness of brain injury.

Main duties and responsibilities

1. To support people with brain injury, their families and carers in community settings across the Black Country (making home and hospital visits as necessary) by:-
 - Providing support and advice to people in the Black Country who have a brain injury, including visiting brain injury survivors and carers in the very early stages of recovery ;
 - Providing help, information, advice and support to families and carers of people with a brain injury;
 - Assessing and documenting the needs of survivors and their families, signposting to appropriate services and acting as an advocate where necessary.
 - Liaising with health, social services, education, Job Centres, DWP, employers, and benefits agencies and non-statutory partners to signpost Headway Black Country services and raise awareness of the continuing support needs of those with brain injury.
 - Developing and maintaining strong relationships with hospitals, especially those who specialise in brain injury recovery and rehabilitation. Following guidelines laid down by the relevant NHS Trust.
 - Developing and maintaining effective partnership working with Headway UK's HATS nurse and other Headway Branches and Groups to ensure coordinated activity in NHS facilities serving the Region.
 - Completing NHS mandatory training requirements, holding an NHS honorary contract where necessary and representing Headway professionally at all times in NHS establishments. To be prepared to visit brain injury survivors and carers in the early stages of recovery
2. To deal efficiently and effectively with enquiries from clients, carers and professionals, providing a listening ear, advising, sign-posting or referring on as appropriate.

3. To develop and implement regular drop-in sessions for carers and periodic training/information events for carers and such other events or activities that reflect the needs of carers/families.
4. As part Headway Black Country Team to help develop the quality of responses given to enquiries received through accurate and timely information and signposting support to enquirers.
5. To liaise with and support the referral of brain injury survivors and their families/carers to appropriate advice services, including the dedicated advice service provided to Headway Black Country by Citizens Advice Dudley.
6. To actively promote Headway Black Country and the services it provides through presentations, promotions, fundraising and other events etc.
7. Working with the Outreach Services Manager to identify new opportunities, activities and services and assist with their development.
8. To follow all financial instructions and budgetary procedures of the organisation.
9. Input and prepare data, information and reports as required.
10. To attend appropriate training sessions and meetings, as required.
11. To work with the Chief Officer, Outreach Services Manager and other members of staff, in monitoring and audit procedures to assess and review the effectiveness of the service and the benefits to clients.
12. To be flexible as regards working hours.
13. To comply with Headway Black Country's policy on Confidentiality.
14. All Headway Black Country employees and volunteers are required to comply with relevant Health and Safety legislation and Headway Black Country policies relating to Health and Safety and Risk Management. In particular, they have a duty to:
 - Take reasonable care of both their own and others' health and safety
 - Report any adverse incident (including near misses)
 - Report any concerns regarding both general health and safety and the well-being of clients and staff
 - Undertake or participate in risk assessment, as appropriate
 - Comply with relevant legislation and/or directives from relevant external organisations, such as the Health and Safety Executive
 - To use facilities and equipment provided in the interests of health and safety in an appropriate manner, in order to minimise risk and avoid compromising health and safety. This includes not intentionally or recklessly misusing facilities and equipment.
15. Any other duties that may arise from time to time in order to ensure the smooth running of the service and the organisation.

This job description is intended as a guide and may be subject to review and amendment in discussion with the post holder. **Headway Black Country has a No Smoking Policy**

February 2019