

## HEADWAY BLACK COUNTRY

### Community Outreach Worker

#### Person Specification

	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education</b>	Good standard of general education – minimum of 3 GCSEs or equivalents	yes	
	Health and Social Care NVQ Level 3 or equivalent	yes	
<b>Knowledge</b>	A good working knowledge of the effects of disability. Insight into the needs of clients with disabilities and of their families/unpaid carers.	yes	
	Up to date and comprehensive awareness of the sources of relevant support and advice to facilitate access to health care, local authority, government and other services.	yes	
	Understanding of best practice in ensuring client confidentiality and Adult Safeguarding	yes	
	To have insight and awareness of the effects of Acquired Brain Injury		yes
	Knowledge of the key health and social care providers/networks operating in the Black Country		Yes
	To take part in all necessary /appropriate training.	yes	
<b>Experience</b>	Significant proven experience of providing emotional and practical support to survivors, carers and professionals in hospital, community settings and experience of multi-agency working.	yes	
	Experience of keeping timely and accurate written or computer based client records.	yes	
	Experience in the use of information technology including word processing and data handling	yes	
	Experience of setting up and delivering effective events for service users.		yes
<b>Attributes</b>	To have a positive approach to team working	yes	
	To plan and prioritise activities effectively and to complete follow up actions in a timely manner, with minimal supervision.	yes	
	To communicate clearly and concisely, including being able to listen actively and match communication to the needs of recipients.	yes	
	To build effective relationships, both internally and externally, showing sensitivity for others' viewpoints and valuing diversity	yes	
	To provide, non-judgmental, non-directive and confidential support	yes	
	To give presentations to large and small groups of people across all sectors	yes	
	To drive, have use of a car and travel as part of everyday work	yes	
	To work at various locations, including in clients homes, health and social care and other community settings.	yes	

Sept 2017