

## Outreach Worker – Yorkshire Job Description

Overview of Role	
<b>Job title</b>	Outreach Worker
<b>Reports to</b>	Director of Service Delivery and Development
<b>Hours</b>	37.5 hours It is expected that work may be required outside normal working hours. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours.
<b>Contract</b>	Fixed term (three years)
<b>Location</b>	Day One Trauma Support Leeds office or home based within the region
<b>Holiday</b>	25 days per year
Job Purpose	
<ol style="list-style-type: none"> <li>1. Work with the Director of Service Delivery and Development and regional Caseworker to contribute to leadership of services by acting as lead in the role out of the Day One outreach programme within identified regional Major Trauma Networks</li> <li>2. Work closely with families and patients of major trauma within community and NHS settings to identify and address issues and concerns caused by the impact of the major trauma.</li> <li>3. To ensure roll out of the regional service feeds into and drives development of our national outreach service strategy, ensuring relevant data capture and recording.</li> </ol>	
Key Responsibilities	
<ul style="list-style-type: none"> <li>• Work in partnership with NHS staff and community and voluntary sector organisations to address the needs of patients and families.</li> <li>• Build awareness and a network of support across the regional major trauma network, ensuring all people who might benefit from Day One support have access to it.</li> <li>• Negotiate and liaise with local authority, statutory and voluntary agencies, providing patient and family advocacy where necessary.</li> <li>• Implement procedures and processes to ensure the collation of patient and family feedback.</li> <li>• Support the patient discharge process, enabling on-going communication with patients and family members, focussed on identifying and referring to other community-based support services before and following discharge.</li> </ul>	

- Work with NHS staff to support, identify and facilitate enhancements to patient and family support and spaces.
- Maintain detailed case records for the purpose of continuity of casework and monitoring and evaluation.
- Supervise and support the recruitment of new volunteers where appropriate.
- Support the role out of our peer support service, focussed on promoting awareness and uptake within the region.
- Work closely with the wider team on performance, quality, safety and effectiveness of all services, ensuring appropriate safeguarding policies are followed within the regional service.
- Work closely with our Fundraising and Communications, supporting national activity, as well as regional initiatives to raise awareness and fundraise.

### Person Specification

#### Essential

- Knowledge and understanding of specific issues that patients and family members impacted by major trauma may face including financial, legal, welfare and benefits, housing, and rehabilitation.
- Liaising with community, voluntary sector and NHS services and agencies.
- Developing service user support plans.
- Managing a case load within time limits and conflicting priorities.
- Working as part of a multi-disciplinary team towards service user support.
- Using effective support systems to develop own knowledge and practice.
- Typing and maintaining accurate case management records and file notes.
- Understand and abide by the principals of confidentiality in information.
- Proficient in IT software and systems and programmes, eg Microsoft office suite and CRM systems.

#### Desirable

- Knowledge of working with or within NHS Trusts and/ or the voluntary sector.
- Experience of the development of services.
- Experience of working with patients and families impacted by major trauma either in a hospital setting or in the community.
- Previous experience of working with or managing volunteers.

#### Qualifications

- A relevant professional qualification would be desirable.
- Commitment to and evidence of continuing personal development.