



Post

**Outreach Worker**

Grade

**Senior Practitioner Level 4**

As a Senior Practitioner, I take responsibility for my own work and have a responsibility in assisting or supervising others in the team to achieve the overall team/service outcomes. I have a lead role in developing my part of the service/project.

I am responsible for one-to-one support including carrying a case load and developing and reviewing personal support plans; I work autonomously being able to judge when I refer to my Manager and I take a lead role in developing the service.

I work mainly on a one-to-one basis in the community and/or in people's homes; and I may support group and other activities in the Change mental Health Resource Centre – although one to one support is my main focus.

I support the Locality, Service and Area Managers, in their strategic role to meet national and funder criteria. I work closely with partners in the community to identify gaps in the service where they arise and implement solutions in partnership with my line manager.

### **What I do and what I achieve**

- I work closely with the Locality Manager, Service Manager or Area Manager to achieve strategic outcomes
- I compile and review service user development plans ensuring outcomes are being achieved
- I establish supportive relationships with each individual, encouraging individual responsibility and decision-making to maximise choice, control and self-management.
- I ensure that people I support are connected to other Change mental Health services in the area as appropriate
- I provide advice and guidance to new or less experienced employees in my own area of responsibility
- My focus is ensuring continuity of service within the context of Change mental Health values and strategic outcomes
- I ensure that careful and ongoing review systems are in place and maintained
- I build positive working relationships with local partners to better support our service users and to promote the work of Change mental Health
- I develop new services/approaches in response to unmet need
- I collate information and prepare agency reports for line management as required

- I have a lead role to oversee that all Health and Safety responsibilities within practice settings are fulfilled

### **Who I am**

- I am educated to SVQ 3 level or have experience working in mental health
- I work well in a team setting but can also work autonomously
- I have a sound theory base of social care interventions including risk assessment
- My value base is consistent with the aims and objectives of Change mental Health
- I apply an analytical approach to problems in order to find solutions
- I am competent in planning and reviewing development plans and taking appropriate action if needed
- My I.T skills are of a good standard
- I recognise the importance of providing professional support and supervision to practitioners
- I have a sound knowledge of Health and Social care policy in Scotland and can apply this to my role
- I am keen to develop my knowledge and skills and attend training as required

### ***I may also have***

- Experience of delivering a Registered Service and meeting SSSC requirements

### **General Duties**

- Act in accordance with General Data Protection Regulation legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Change mental Health as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To support and enable our dedicated teams of volunteers in the delivery of the charity's aims
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies

- This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.