

Job Description

Outreach and Support Worker

JOB DETAILS

Job Title	Outreach and Support Worker	Line Manager	Operations Manager
Directorate	Operations	Salary	£26,471

ORGANISATION OVERVIEW

Venture Trust supports people facing challenging life circumstances to overcome barriers and realise their potential. We work alongside people who have been impacted by trauma, and together we build the programme they need to move forwards in their journey.

Our strengths lie in the trust and relationships we forge, our therapeutic approach and in harnessing the transformational benefit of being outdoors and amongst nature. Working in communities, in greenspaces and journeying through some of Scotland’s most wild places, we meet people where they are. By taking time to create safe relationships, we can support people to grow. We work to create community, to strengthen support systems and accompany people as they reach new places. This relational approach allows people to develop in sustainable and meaningful ways.

Our values underpin everything we do:

- **Courage** - we remain brave when things are tough
- **Care** - we will attend to people and place
- **Curiosity** - we are thoughtful
- **Collaboration** - we work together for greater impact
- **Connection** - to the people we work with, our colleagues, our communities, and to nature.

JOB OVERVIEW

As an Outreach and Support Worker, the positive relationships you form with participants are at the heart of our work. You will work closely with community partners to promote Venture Trust to stakeholders, generate referrals, and work with partners to provide joined up support for participants.

You will take time to understand participants needs and work alongside them to create a bespoke programme of support. You will accompany them to overcome barriers, and working alongside colleagues you will create a programme of one to one and group activities harnessing the transformative benefits of being outdoors and in nature. You will accompany them through a therapeutic journey, in communities and Scotland’s wild places.

The Outreach and Support Worker is an essential role at Venture Trust. Your skill at fostering positive, trusting relationships with people could be life changing.

MAIN RESPONSIBILITIES

Community Relationships

- Promote Venture Trust within local communities and maintain positive relationships with stakeholders, generating referrals for all programmes
- Work closely with referral partners and any other stakeholders to provide joined up support for participants
- Identify partnership opportunities for service delivery and participant progressions

Participant Support

- Support participants through a thorough assessment process to understand needs
- Work alongside participants to create a tailored journey for each person
- Develop and maintain supportive and effective relationships with your caseload of participants
- Provide one-to-one support for participants, identifying and removing barriers to participation and supporting towards their individual goals
- In accordance with the relevant policies and legislation, maintain accurate and up to date client notes and associated paperwork
- Proactively and accurately communicate with Locality Manager regarding caseload and participant management

Activity Provision

- Develop and deliver one-to-one support sessions and group work for participants
- Contribute to the development of a programme of support for participants, including one to one and group activities in communities and wilderness journey
- Alongside colleagues, deliver group activities outdoors in community greenspaces
- Alongside colleagues, deliver wilderness journey opportunities in Scotland's wilder places
- Ensure the safe and effective delivery of all services for those sessions that you are leading, adhering at all times to our Health and Safety policy, risk assessments and Operating Guidelines
- Create opportunities for peer support among participants
- Working with colleagues to identify sources of support and guidance, volunteering or progressions opportunities to support participants in their transition into a positive destination
- Support clients to achieve SQA awards where appropriate

OTHER:

- Undertake training and professional development as required
- Undertake any other reasonable duties as may be required

PERSON SPECIFICATION

Knowledge, Skills and Experience

Essential:

- Excellent interpersonal skills and experience in building positive, meaningful working relationships, both internally and externally
- Experience of working with diverse groups of people, utilising a range of communication methods and strategies
- Experience of working with people with lived experience of trauma, the justice system, mental health conditions, addictions and neurodiversity
- Experience of group facilitation, and fostering positive, trusting relationships with people leading to positive outcomes
- Ability to manage and support a caseload of diverse participants with various backgrounds through our service
- Excellent communication and relationship building skills including ability to communicate effectively with a variety of stakeholders including participants, staff, partners and community networks
- Knowledge of voluntary and statutory sectors in Scotland including Justice Services, social work and voluntary sector networks
- Able to be mobile and travel across a large geographical region

Desirable:

- Knowledge of services in the area that you deliver
- Driving licence (with D1) and consistent access to vehicle
- Knowledge of and experience of delivering work using a range of experiential personal development and therapeutic approaches and techniques - this may include trauma responsive approaches, transactional analysis, mentalisation based therapy, pro-social modelling and others
- Experience and/or qualifications in delivering Outdoor Activities including Hill walking (Hill & Moorland Leader), Climbing (Climbing Wall Instructor), Paddle-sports (Paddle-sport Instructor/Leader)
- Outdoor First Aid Qualified
- Qualified as an SQA Assessor with experience delivering and assessing Awards at level 3 or higher

ADDITIONAL INFORMATION

- This post is subject to a PVG from Disclosure Scotland
- This post is subject to basic driver checks

Venture Trust is a living wage employer and committed to promoting equality and diversity.