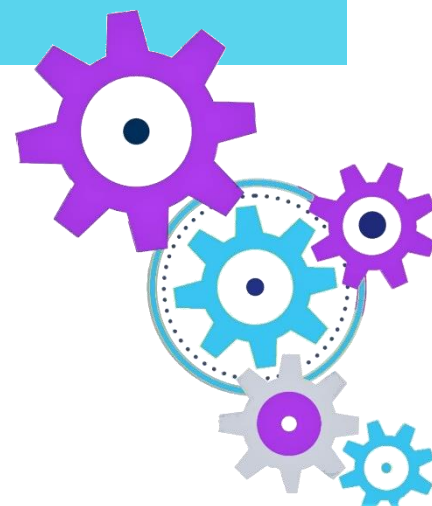




Community Outreach Worker

Headway Birmingham & Solihull

Recruitment Information Pack





Thank you for your interest in becoming our new **Community Outreach Worker** at Headway Birmingham & Solihull.

Our organisation, which has been established for over 30 years offers a variety of support services for people across Birmingham & Solihull with Acquired Brain Injury (ABI) and their families/carers.

We are looking to recruit enthusiastic, friendly, positive, caring, self-motivated **Community Outreach Workers** and individuals who have the drive, personality and reliability to make a real difference to our clients' lives. Your role will involve supporting clients to attend appointments, social activities, shopping in the community or with day to day living skills in their homes. Some personal care

may be required.

Headway Birmingham & Solihull employs over 70 staff as well as having a large number of student placements and volunteers.

We have many new and exciting projects to help provide future sustainability and improve the services we offer.

We look forward to meeting you and hope you may become a part of our Headway family.

Sue Tyler

CEO

Aims & Objectives

Our Mission is “to promote greater understanding of all aspects of brain injury and provide support, information and services for people who have sustained brain injury, their families and carers”.

Our Objectives are to:

- Promote awareness of brain injury & its consequences and actively seek to reduce potential incidents.
- Make services known to newly brain injured people/families at the earliest stage and throughout the whole journey
- Provide information, advice and support services for people with brain injuries, their families, carers and concerned professional people
- Provide specialised rehabilitative activities to assist people with brain injury to regain independence, continued recovery and re-integration into the community
- Develop links with appropriate agencies & establish working partnerships
- Maintain good governance, management and staff ratios

Whose life did you improve today?

Everyone who works for us is contributing to making a real difference to the lives of many people affected by brain injury.

As well as meaningful work, great colleagues and outstanding training, our paid roles offer:

- Annual leave – a generous **33 days** each year (to include 8 bank holidays)
- **DBS Check** – we cover the cost of your DBS check and further renewals once probation passed
- Company Pension Scheme
- **Wellbeing Support, Advice and Guidance** – via our in-house trained ‘**Mental Health** Champions’ and/or **Employee Assistance Program** through an online portal or over the telephone
- We pay for you to attend our **comprehensive induction** and on-going training to include the **Care Certificate and E-learning Certs**
- Confidential **counselling** service
- **Free parking** at our most of our sites
- **Cycle to work** opportunities
- **Free refreshments**
- **Brain Injury Certificates – Level 1 & 2** free specialist training in brain injury
- We can support you to obtain a range of **qualifications** according to roles and support you with further development
- **Staff Referral Scheme** – Receive a voucher for referring someone into a vacant role, if they are successful and start in role
- **GEM Awards** – All of our employees are stars in our eyes and each year colleagues make nominations for special awards
- **Social events**, fundraising and team building – we value all our employees and try to bring people together socially
- **Blue Light cards** provided for you to use at High Street retailers, days out, gifts, holidays and even when buying a car – Headway will purchase for you.
- **Long Service Awards** – receive 1 day extra annual leave after reaching 5 years and thereon (10 years 2 days etc)
- **Role Anniversary Awards** – given at every 5 years in role
- **£300 Voucher** awarded for 10 years
- **Special Birthday days** – an extra days leave on your ‘milestone birthdays’
- **Health Scheme** – employees can opt into the BHSF healthcare plan through which Headway B & S will pay at the basic level. This enables employees to claim back money towards general day to day healthcare such as opticians and dentists
- **Duvet Days** – get rewarded for coming into work with an extra day off for full year attendance
- **Respite Day** - a day off for working carers who go above and beyond

Even though we are a small charity we feel we offer many great benefits that will hopefully make you **'feel valued, feel well balanced & feel looked after'**



Code of Ethics

Headway Birmingham & Solihull have a set of 6 core values that will flow through our culture and behaviour and to which all employees, volunteers and Trustees are committed to:

Every day, we do our best to put our values into action through our work and our relationships with our users, business partners, communities and one another.

❖ **Putting 'People First'**

We support & care for our clients as we would like to be treated ourselves. Clients will be treated with dignity and respect and we will always act in their best interest. We all value individuals and celebrate diversity.

❖ **Being 'Safe'**

Every client, person who works for or comes into contact with, Headway Birmingham & Solihull should be treated with dignity and respect and feel that they are in a safe and supportive environment

❖ **Being open, honest & accountable**

We are open and honest with others and ourselves. We ensure that our interactions with people are above reproach and we maintain the confidentiality of those we work with. We accept constructive criticism. We accept responsibility and hold ourselves accountable for our work, actions and our results.

❖ **Striving for Excellence**

We strive to deliver a service we are proud through continuous improvements and are dedicated to providing the highest quality across all services. All staff should be passionate about the cause and be willing to give a bit more than '9 to 4' when the work requires this. We want Staff to be proud of their work and uphold our good name

❖ **Being professional & ethical**

The charity and all who work for us shall uphold the highest levels of institutional integrity and personal conduct at all times. People work cohesively across all departments for the good of the whole of Headway BS and recognise and respect the value and strengths of each other.

❖ **Doing 'more with less'**

We use resources to the full, waste nothing and do only what we can do best as specialists. We strive to maintain our principles by the ability to organize all our assets – physical, financial and human – for maximum productivity. In this way, our services will be delivered with the highest quality and efficiency at the least possible cost providing excellent 'value for money'.



JOB DESCRIPTION: **COMMUNITY OUTREACH WORKER**

Work Area: - Lifestyle Service Based at: In the community, Clients home. Office Base: Leighton House Rubery. Required to travel across the West Midlands.	Hours: 35 hours per week Flexi month system. Flexibility required to suit job/user requirements. Some evenings/weekends may be required but will need to work flexibly to cover hours and other days as required.	Starting Salary: £11.78 per hour (unqualified), £12.21 per hour (qualified) 70p wear and tear/mileage expenses 25p per mile taxable.
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Reports to: **Lifestyle Services Manager**

JOB SUMMARY

To be responsible for delivering the tasks agreed with the client on a one to one basis either in their home or the community and to oversee their safety, comfort and well-being at all times. To work as a Keyworker for the client..

MAIN RESPONSIBILITIES

1. Take responsibility for monitoring own working hours and completing timesheets etc on time and producing expense sheets accurately. Enter details of daily time accurately into spreadsheets.
2. Plan, prepare and deliver tasks within the agreed User Plan for individuals.
3. Cover across the service in the case of other Worker absences.
4. Assist users in their chosen tasks in the home in order to help them reach full potential. Work with ABI users when you have no Lifestyle clients.
5. Assist and motivate users in the community at their chosen activity.
6. Encourage re-learning, use of strategies and risk controls at all times with the client.
7. Accurately complete all client documents to include: - Goal Activity Monitors, questionnaires and Outcomes with users and submit all end of month reports as required by service Manager.
8. Assist users as required to ensure that they are safe, comfortable and their needs are met.
9. Attend reviews with the client, Co-ordinator and other professionals.
10. Ensure the tasks/activities are reviewed and updated as part of the ongoing monitoring process.
11. Ensure clients are supported/supervised at all times; anticipating and responding to daily occurrences that may put at risk the safety of clients or staff. E.g. changes in behaviour, epilepsy, accidents or threats.

12. During community activities exercise extra vigilance to ensure the safety of client and third parties.
13. Drive the client and/or travel with the client as agreed and ensure their safety in the vehicle and with transferring.
14. Ensure the clients personal needs are attended to appropriately. E.g. organising food and assisting in the development of meal-time skills; help with toileting whilst maintaining the client's dignity; assisting in development of skills; help with transferring and mobility as required; overseeing their welfare, care and belongings.
15. Ensure adequate notice is given to replace your support and inform the client.
16. Ensure client Risk Assessments and Care Plans are updated as required
17. Transport or assist with transport where 'cared for' person requires assistance
18. Report and feedback regularly to the Lifestyle Manager/Co-ordinator.
19. Signpost Users to other HBS services as required

20. Attend fully any training, coaching or team meetings etc as required, outside the normal working day
21. Be flexible to suit the needs of the post and work fairly with the team as required, including taking turns in small extra duties, requests outside of normal hours or waiting for late taxis etc.
22. To be part of the Headway team, contributing to wider activities by volunteering on at least one outside of hours event and one compulsory special fund-raising event etc.
23. Uphold all Terms and Conditions of the post including covering in emergency situations as required and upholding all other policies such as Health & Safety, Equal Opportunities, etc.

HEADWAY BIRMINGHAM & SOLIHULL

PERSON SPECIFICATION FOR THE POST OF

COMMUNITY OUTREACH WORKER

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	Good standard of reading & writing. NVQ Level II in Health & Social Care – must obtain at own cost if not Computer literate - Excel	GCSE/O-levels in English and Mathematics
HEALTH & PRESENTATION	A friendly manner with neat and clean appearance Able to push a wheelchair Able to provide simple physical assistance to individuals requiring aid with mobility and toileting	
KNOWLEDGE & RELEVANT EXPERIENCE	Working with people with a disability Car Owner – Full Clean UK Driving Licence with access to a car and business insurance	Working with brain- injured people Knowledge of Carers role
SKILL REQUIREMENTS		
INTERPERSONAL SKILLS	Can control own feelings, exercising patience & tolerance and keep calm, collected & caring at all times. Good sense of humour.	A genuine interest in helping brain-injured persons and their families.
ORGANISATIONAL SKILLS	Self-assured and able to act independently whilst also working effectively as a member of a team. Able to manage own tasks independently Able to plan and organise an activity Able to deliver basic rehab training	
COMMUNICATION SKILLS	An open, friendly manner to gain the early confidence and respect of clients. A good listener. Discreet & able to keep confidences.	Speaks clearly and concisely, and imparts information accurately
FLEXIBILITY & ATTITUDE	Self-motivated and able to work on own initiative within agreed guide-lines. Punctual, reliable and trustworthy. Flexible, co-operative & accountable	Enthusiastic to learn and develop own knowledge and competence

HOW TO APPLY

To formally apply, please complete the attached Application Form and return to personnel@headway-bs.org.uk or submit a full CV detailing education and employment to date along with a supporting statement (maximum 2 sides of A4) that clearly outlines your suitability and experience for the role against the criteria provided in the person specification. Please include your interest and motivation in applying for this position.

Please send your application to personnel@headway-bs.org.uk or via post to: Donna Rowe (Personnel Administrator), Headway Birmingham & Solihull, Leighton House, 20 Chapel Rise, Birmingham Great Park, Rednal, Birmingham, B45 9SN.

If you would like to have an informal conversation about this opportunity you can contact our Personnel Department:

Donna Rowe (Personnel Administrator) on 0121 457 7541 (option 5), Monday, Wednesday, Friday, 9am – 3pm

If selected for interview you will be required to supply further information and complete our internal Equality & Diversity Monitoring Form.

RECRUITMENT TIMETABLE

Closing date for applications:	Dates: Friday 1st November 2024
Candidates informed of interview:	Dates: Within one week of application received
Interviews:	Dates: Within one week of application received



Headway Birmingham & Solihull
Registered Office: Leighton House, 20 Chapel Rise, Rednal, Birmingham B45 9SN
Tel: 0121-457-7541
E-mail address:- enquiries@headway-bs.org.uk
Registered Charity No 1008798 Company Reg No 2686647

Affiliated to Headway – the brain injury association. A registered charity