

## Outreach Support Worker



**Responsible To:** Team Leader

**Accountable To:** Operations Manager

**Salary:** £20,020 for 35 hours per week

**Contract:** End of March 2025

### **Special Conditions**

Unsocial hours may need to be worked which could include weekend or evening dependent on the changing needs of the people who use services (PWUS).

### **Nature of the Post**

To work within an established staff team which offers support to adults predominantly from a Black African, Caribbean, Black Dual heritage background who are experiencing and/or recovering from mental health problems, their Carers, family members and the wider community. The support will be user led and a combination of centre-based activities with some activities being delivered within a variety of community settings or in the client's home.

You will be required to work within a culturally responsive, recovery and outcomes focused framework to support this client group to maintain their independence, support their ability to live within the community and by providing practical and social support to assist individuals to manage their mental health issues and move on by engaging in training, employment, volunteering and other activities.

You will be line managed by the Health & Wellbeing Services Manager and will work with a caseload of clients, family members and carers. You will be required to work with clients to complete their initial needs assessments, recovery plans or support plans and to work with people on an individual basis in a person-centred manner. You will be responsible for coordinating a men's group, maintaining your client files, collecting monitoring data including evidenced based well-being data. You will support clients to make links with user group, Ujima, and groups within the local community.

### **Liases With**

All SACMHF staff, clients, and Board of Trustees  
Care Co-ordinators from Mental Health Teams  
Keyworkers and Care Managers from Group Homes/Hostels  
Clients relative  
Hospital staff  
General visitors to the Kuumba Centre  
Third Sector staff  
General Public  
Strategic business partners  
This is not an exhaustive list.

### **Main Duties and Responsibilities**

1. You will undertake one to one outreach visits with all clients where needed.
2. You will, where relevant, participate in and contribute to a CPA (Care Programme Approach) review meetings and liaison with external health professionals involved in the care and support of clients as required.
3. You will assist in the preparation of reports for specialist meetings e.g., CPA reviews, Annual General Meeting etc.
4. You will undertake casework for clients, family members and carers as relevant. Case Manager software will be used to record client data.
5. You will be responsible for delivering on small projects and services for the organisation along with colleagues.
6. To maintain computerised and written records to maintain and collect monitoring data for clients including attendance, signposting, and a range of individual outcomes.
7. To be aware of and respond to the needs of clients reporting concerns about ill health and any Safeguarding concerns to team members and/or senior staff and treat these concerns with urgency.
8. Conducting information, advice, and awareness sessions within a variety of community settings within Sandwell and West Birmingham to members of the public and potential users of the service.
9. Publicise activities and events within the centre via social media and or other means, with guidance.
10. To participate in fund-raising events, awareness raising of mental health issues e.g. World Mental Health Day, Black History, Heritage and Cares week, Mental Health awareness week etc, and other related initiatives.
11. To contribute to the maintenance of good Housekeeping within the centre being mindful of limiting any damage to the Foundation's property, fixtures, and fittings.
12. To participate in general housekeeping duties including adhering to a clean desk policy.
13. Any other duties that fall within the parameters of the post.

### **General Responsibilities**

1. To report any health and safety concerns/hazards the Chief Officer. Completion of the accident report book for accidents and near misses. Ensure the safety and welfare of service users and staff by complying with Health and Safety regulations and adopting safe working practices

2. To take part in handover meetings, team & management review meetings, strategic development days, internal and external quality audits and other meetings as required.
3. To participate in regular training and career development opportunities relevant to the post to hone existing skills and broaden knowledge and awareness.
4. To adhere to the SACMHF's BS EN ISO 9001: 2015 Quality Management System and aligned Policies and Procedures.
5. To participate fully in regular supervision and support sessions and annual appraisal meetings.

### **Confidentiality**

It is a condition of employment that staff will not disclose any information obtained in the course of their duties, other than to those entitled to receive it.

### **Equal Opportunities**

SACMHF currently adheres to an Equality and Diversity Policy. Staff are required to ensure that all policies and practices are in accordance with legislation and best practice.

### **Health & Safety at Work**

Staff must ensure that they are familiar with and follow the requirements of legislation, policies and codes of practice applicable to the workplace.

### **Job Description**

This job description is not definitive and is a broad guide to your work. Changes in user demands may require changes to be made. This job description is subject to review during the annual appraisal during discussion with the post-holder. This job description does not form part of your contract of employment.

### **Hours of Work**

Working times for full-time staff is 9.30 a.m. 5.00 p.m. Monday-Friday. You will be informed of the specific days you will work by your line-manager on appointment, (particularly if you are part time). Working hours for Casual staff is a 7-hour shift approx. which is subject to change to incorporate 'out of hours' work when required. There is a daily 30-minute lunch break. If your lunch break is taken externally from the centre, it must be at a time convenient to the centre and the post-holder. The post-holder will be expected to work flexibly around the above stated times according to the demands of the centre's activities.

### **Annual Leave Entitlement**

You are entitled to 24 days annual leave. Part time staff will be worked out on a pro rata basis. You will be entitled to 8 approx. public bank holidays or pro rata.

## Person Specification Outreach Support Worker

No	Criteria: AF = application form I = interview and	Essential	Desirable	Identified via AF & I
<b>Knowledge &amp; Experience</b>				
1.	Minimum of 1 years' experience of working within health and social care services or with people with mental ill health or personal experience.	✓		AF & I
2.	Demonstrable experience of effective engagement or casework with Black African, Caribbean, Black dual heritage people	✓		AF & I
3.	Knowledge of issues that may characterise the experiences of Black, African, Caribbean, Black dual heritage and BME adults recovering from mental ill health.		✓	AF & I
<b>Skills and Ability</b>				
4.	Able to work on one's own initiative and as a member of a team	✓		AF & I
5.	Ability to organise one's own workload effectively, with the ability to prioritise and work to deadlines.	✓		AF & I
6.	Effective communication with a variety of people.	✓		AF & I
7.	Ability to use IT software e.g Microsoft word, excel etc.	✓		AF & I
8.	Ability to write reports		✓	AF & I
<b>Education/Qualifications</b>				
9.	Good standard of education e.g 2 GCSE's or Maths & English functional skills level 1	✓		AF & I
<b>Disposition</b>				
10.	A commitment to service user involvement	✓		AF & I
11.	Self-Awareness	✓		AF & I
<b>Other</b>				
12.	Able to work flexible hours when required	✓		AF & I



## Outreach Support Worker

Salary £20,020 for 35 hours per week  
12 months contract

Sandwell African Caribbean Mental Health Foundation is a charity which provides a range of services for African and African Caribbean adults recovering from mental ill health. We are currently looking for a Wellbeing & Recovery Worker to join our team to deliver a range of interventions including one to one outreach support. The post-holder will predominantly support Black African, Caribbean, and Black dual heritage adults experiencing or recovering from severe mental illness, their families and carers and the wider community.

You will be required to work across projects and services and work within a culturally responsive, recovery and outcomes focused framework to support this client group to maintain their independence, support their ability to live within the community and, by providing practical and social support to assist individuals to manage their mental health issues and move on by engaging in training, employment, volunteering and other activities.

The post holder will need to have experience or personal experience of working with this client group, knowledge of the issues that may characterise the experiences of Black African, Caribbean Black dual heritage and BME adults who are recovering from mental ill health would be helpful.

CV's will not be accepted.

For an application pack contact the Office & Finance Manager on 0121 525 1629 or send an email to [info@sacmhf.co.uk](mailto:info@sacmhf.co.uk)