**Vision Norfolk**

**Community Outreach Worker**

**Full Time**

**1 x West Norfolk**

**Job Description**

**Post:** Community Outreach Worker x 1

**Location:** The role will include some hybrid working with an expectation that there will be a presence at one or more of Vision Norfolk Hubs on a regular basis.

**Reporting to:** Services Manager

**Salary:** £26,000.00 per annum

**Hours:** 37.5 per week

**Date updated:** 3rd April 2023

**JOB PURPOSE**

To provide support to enable people with vision impairment enjoy active, independent and fulfilled lives in your designated area.

To support current and establish new referral processes into the service within your area to ensure that everyone who requires support can easily access it.

To liaise with external organisations, agencies, health and social care professionals along with social groups and activities to meet ongoing needs of the client and deliver on their goals and aspirations.

To fully participate in recording management information and outcome measures to inform the organisation and general public on the success of our work

To promote the work of the organisation and participate in activities that achieve this

**KEY RESULT AREAS**

* Clients demonstrating their enjoyment of leading active, independent and fulfilled lives following our intervention

* Regular engagement with clients who are actively seeking support
* Regular liaison with health and care agencies, professionals and organisations to consolidate current referral processes and establish new ones resulting in greater demographic and geographic reach of the service
* Evidence of working within the values and principles of the charity
* Participation in supervision and team meetings to share good practice and discuss developments
* Ongoing demonstration and application of the principles of safeguarding

**PRINCIPAL RESPONSIBILITIES**

* To co-ordinate and manage visits to clients on a daily basis
* To receive and follow up on referrals from agencies, professionals and other organisations
* To work with individuals on a one to one basis and respond to their needs, goals and aspirations
* To record each visit on a central database
* To record management information as directed by the Senior Management Team
* To work within Vision Norfolk financial guidelines and budgetary framework
* To work within the charity’s values and policy framework
* To proactively liaise with health and social care agencies, professionals, organisations and social groups and activities
* To be fully trained in, aware of and raise concerns or issues around safeguarding within the policy of the organisation
* To provide cover when possible within other related departments within Vision Norfolk
* To organise, promote the health and safety of all staff, volunteers and clients
* To promote the work of the charity and attend events as requested by the Senior Management Team

**PERSON SPECIFICATION**

|  |  |
| --- | --- |
| **ESSENTIAL REQUIREMENTS** | **DESIRABLE REQUIREMENTS** |
| JOB RELATED  Experience of working in an enabling capacity with people on a one to one basis  Experience of liaising with external agencies, professionals and organisations  Experience of prioritising and working with a diverse case load  Evidenced knowledge of the principles of safeguarding vulnerable adults  Ability to travel effectively around Norfolk according to the demands of the Service  Experience of working in partnership with external agencies  Good working knowledge of technology including Microsoft Word packages and databases  Experience of working within a user led organisation  Experience and/or understanding of benefits rights and welfare systems | Knowledge of working with people with disabilities including sight loss  Knowledge and application of the social model of disability |
| PERSONAL ATTRIBUTES  Empathetic and compassionate approach to working with individuals  Confident and can advocate on behalf of individuals  Understanding of equality and the benefits of diversity |  |
| SKILLS  Problem solving skills  Good written and numerical skills.  Good IT skills  Ability to communicate and interact well staff, clients, volunteers and all stakeholders  Ability to prioritise.  Able to work on own initiative.  Able to work well under pressure. |  |
| REQUIREMENTS  DBS enhanced check required. |  |

**General Information**

* The main duties details the key areas of work however these will be updated as the job progresses
* The work undertaken as part of this role must be carried out within the relevant policies and procedures of Vision Norfolk
* All job holders are required to understand the principles of safeguarding (children, young people and adults) and actively embed this in their everyday work including how to raise concerns
* Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the job level and falling within the general scope of the job, as requested by management.

**Application Process**

Please send a covering letter (no longer than 2 x A4) along with your most recent CV to [recruitment@visionnorfolk.org.uk](mailto:recruitment@visionnorfolk.org.uk). Please clearly address the points in the person specification with examples in your application.

Deadline for applications: 23rd August 2023

Shortlisted candidates advised: w/c 28th August 2023

Interviews: w/c 4th September 2023

**Details regarding the post**

**Duration**

The post advertised is a permanent appointment.

**Salary**

The current salary offered is £26,000 per annum for 37.5 hours per week.

Salary is paid in 12 equal instalments on the 25th of each month directly into your bank account and covers work carried out in that calendar month.

Any weekend or evening work will be reimbursed as time off in lieu.

**Hours of work and working arrangements**

The normal working week for this post is 37.5 hours, Monday to Friday and covers 52 weeks per year.

You will be required to work flexibly to meet the needs of the service including evenings and weekends.

**Location**

The role will include some home working and an expectation that there will be a presence at one or more of Vision Norfolk offices/hubs on a regular basis. The post will require travel and mileage will be reimbursed according to the NNAB reimbursement policy.

**Benefits**

Stakeholder Pension Scheme with Royal London, Contributions 4% employee, 4% Employer

Westfield Health Scheme covering eye tests and glasses, dental checks and treatment, physiotherapy, consultations etc.

Canada Life Assurance covers all employees and pays 2 times annual salary on death of the employee