**Outreach Worker**

Job Description

**Location:** Fort William

**Salary:** £25,235

**Salary** **Band:** 1.3

**Hours:** 21 hours per week

**Contract:** Permanent

**Reports To**: Project Manager

**Disclosure & Barring Check:** This post will be subject to a PVG check for working with vulnerable Children & Adults.

**About Us**

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years’ experience across Scotland, we believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

**About the Role**

As an Outreach Worker, you will be based in Fort William supporting people affected by mental illness. Focusing on one-to-one support you will carry a case load to develop and review personal support plans to help achieve person centred and National Health and Wellbeing outcomes. You will travel to people’s homes when required, and may also support group and other activities in the Resource Centre – although one to one support will be your main focus.

You will support the Locality Manager, Service Manager and Head of Northern Services, in their strategic role to meet national and funder criteria and liaise with other statutory and third sector agencies to make appropriate signposting as needed and to raise awareness of Change Mental Health services. You will work closely with partners in the community to identify gaps in the service where they arise and implement solutions in partnership with your line manager.

You will work autonomously, being able to judge when to refer to your manager and take a lead role in developing the service. You will have a lead role in developing the service.

**Main Duties & Responsibilities:**

* Work closely with the Project Manager, Locality Manager, or Head of Services to achieve strategic outcomes.
* Maintain accurate records and ensure confidentiality is maintained for people using the service.
* Establish supportive face to face relationships with each individual, encouraging individual responsibility and decision-making to maximise choice, control and self-management.
* Co-create and co-review service user support plans. The support plan is a person centred tool to support the service user achieve their goals in relation to improving their wellbeing
* Ensure that careful and ongoing reviews are maintained and manage individuals’ off-boarding appropriately in a timely manner
* Work mainly on a one-to-one basis in the community and in people’s homes, with the potential requirement to support and lead groupwork
* Manage the client management system for continuous and accurate record keeping of the interactions with service users
* Ensure that the people you support are connected to other Change Mental Health services in the area as appropriate
* Research and develop tools to respond to unmet need and assist in Mental Wellbeing
* Ensure a continuity of service within the context of Change Mental Health values and strategic outcomes.
* Build positive working relationships with local statutory services, agencies and the local community to better support our service users and to promote the work of Change Mental Health
* Collate information and prepare reports for line management as required
* Have a lead role in overseeing the fulfilment of Health and Safety responsibilities within practice settings.

**Essential Criteria:**

* Educated to SVQ 3 level or have experience working in mental health services
* Registered with the Scottish Social Services Council
* A sound theory base of social care interventions including risk assessments and risk management
* A good standard of IT skills
* An eagerness to develop knowledge and skills and attend training as required
* Ability to travel to people’s homes to provide support
* A sound knowledge of Health and Social care policy in Scotland and ability to apply this to the role

**Desirable Criteria:**

* Ability to work well in a team setting whilst also working autonomously
* Competency in planning and reviewing development plans and the ability to take appropriate action if needed

**General Duties:**

* Act in accordance with Data Protection 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 a 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 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.

Please be aware that it is classed as an offence if you apply for this role and are barred from engaging in regulated activity relevant to vulnerable children & adults

**Benefits:**

* 24/7 access to an award-winning Employee Assistance Programme providing free legal, financial, and medical advice as well as support with life’s challenges.
* A 35-hour working week
* Travel season ticket loan.
* A great work life balance with flexible and blended working environment.
* Access to purchase a Blue Light Discount Card
* Cycle to Work Scheme
* Enhanced sick pay and leave entitlements.
* Generous 37 days’ holiday.
* 2 paid Mental Wellbeing days.
* Professional development including funded opportunities.

**Application Notes:**

To apply please submit your CV and Cover Letter through the [online BreatheHR portal.](https://hr.breathehr.com/recruitment/vacancies/40444)

Applicants are advised to apply as soon as possible, and all applications must be received by **midday on 25th April.** Interviews are due to be held between 1st and 8th May.

Please don’t delay your application to avoid any disappointment, as we reserve the right to close this advert earlier or later than stated.

We welcome and encourage job applications from people of all backgrounds. If you consider yourself to have a disability, please inform us of any arrangements that we may make to the interview process.

If you have any questions or would like an informal chat, please reach out to Lesley Collins at [lesley.collins@changemh.org](mailto:lesley.collins@changemh.org)

Please note, the salary has been set at the upper limit of our salary band for this role.