

## **JOB DESCRIPTION**

**Job Title:** High Intensity User Service: Outreach and Intervention Worker

**Salary:** £24,964 – Full Time

**Term:** Fixed term until September 2023 initially

**Location:** South Sefton, based at Sefton CVS Burlington House

**Responsible to:** High Intensity User Co-ordinator

### **Job Purpose:**

Sefton CVS in partnership with South Sefton CCG and Southport and Formby CCG will deliver a pilot project working directly with Sefton residents who are using urgent care services inappropriately.

A team of 'Outreach and Intervention Workers' will work with 'high intensity users' to reduce the number of emergency ambulance calls and unscheduled care interactions.

Our expectations of the 'Outreach and Intervention Worker' is that they will be self-aware, are open and can adapt to situations with a focus on supporting positive behaviour change..

### **Behaviours**

The post holder must demonstrate the following behaviours:

- Provide support with a view to improving quality
- Provide appropriate and constructive challenge
- Create a culture that looks for understanding and solutions
- Visibly and positively respect and value the sector and staff
- Communicate a consistent and clear message to all
- Respect, listen to and value others views

- Maintain a customer focus with a relentless pursuit of excellent outcomes
- Have collective integrity and responsibility
- Endeavour to improve outcomes for the communities of Sefton

### **Main Duties and Responsibilities:**

1. To identify those at greatest risk of A&E attendance and support and empower individuals to reduce their use of emergency and urgent care services and increase self-care.
2. To develop a care plan which is bespoke to the individual person and using behaviour change techniques, and SMART targets, support people to address the identified needs and address those issues that are contributing to inappropriate care seeking behaviours
3. To manage a caseload, respond to referrals in a timely manner and discharge clients when they are flourishing.
4. Be responsible for the smooth pathway between the High Intensity User Pilot, other Sefton CVS projects and other community providers brokering access to a wide range of step down services to support individuals to continue to flourish and improve their health and wellbeing.
5. Be responsible for accurate data inputting onto the identified IT system ensuring compliance with information governance.
6. Attend mandatory training to fulfil the role and undertake personal and professional development.
7. Contribute to the evaluation of the service, collate and input timely data and suggest/implement service improvements.
8. To be accountable for ensuring that all records, including work diary, are maintained in accordance with Sefton CVS's Records Management and Information Governance policies.
9. To be accountable for ensuring personal compliance with all Sefton CVS's policy and procedures including safeguarding children and adults and health and safety alerting the line manager of any issues or concerns in relation to delivery of the service.
10. To produce performance and quality improvement reports as required by Sefton CVS and the CCG's

11. Undertake other duties as may be reasonably required within the general terms of the job description.

## **General**

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills. The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

## **Confidentiality**

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## **Hours of Work**

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

## **Pension**

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

## **Annual Leave & Public Holidays**

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

## **Travel & Other Expenses**

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

## Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

## Navajo Charter Mark (LGBTQIA+)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQIA+) friendly employer and provider of services.



In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTQIA+ people within our communities.

Sefton CVS actively welcome people from LGBTQIA+ communities to apply for our job vacancies.

## Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

## **Additional Information**

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

## PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

REQUIREMENTS	E/D	
<b>QUALIFICATIONS/SPECIAL TRAINING</b>		
<ul style="list-style-type: none"> <li>Royal Society of Public Health Level 2 Health Trainer or Educated to NVQ Level 3 in health care or equivalent in a relevant field.</li> </ul>	D	Application
<ul style="list-style-type: none"> <li>Evidence of continued professional development appropriate to the role</li> </ul>	E	Application/Interview
<b>KNOWLEDGE/SKILLS</b>		
<ul style="list-style-type: none"> <li>Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including an understanding of GDPR requirements.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>Ability to prioritise and organise own work load.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>Ability to evaluate and implement appropriate service developments with support from managers.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>Ability to work independently, under pressure with flexibility.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>Excellent team working skills.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>A clear understanding of the principles of health improvement and behaviour change.</li> </ul>	D	Application/Interview
<ul style="list-style-type: none"> <li>Willing to work flexibly outside normal working hours to meet the needs of the service.</li> </ul>	E	Application/Interview

<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>• Extensive experience of working with challenging, client groups, e.g. mental health service users, those with substance misuse problems, people with learning difficulties etc.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experiencing of managing and prioritising a case load of clients with competing demands.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of managing and using databases, developing presentation materials &amp; reports.</li> </ul>	D	Application/Interview
<b>PERSONAL REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• Self-motivated and resilient</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• High levels of emotional intelligence</li> </ul>	E	Application/ Interview
<ul style="list-style-type: none"> <li>• Full drivers license and use of a vehicle for work or equivalent mobility</li> </ul>	D	Application

### **Common Requirements for all Sefton CVS posts**

#### **Communication Skills**

- To effectively communicate with different groups and individuals in various situations.

#### **Interpersonal Skills**

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

#### **Organisational Skills**

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

#### **Team Working**

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

**Information & Communication Technology**

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

**Equal Opportunities**

- To be committed to and understand equality and diversity practice and implementation in the workplace.

**Voluntary Sector**

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.