

JOB DESCRIPTION – OUTREACH COORDINATOR**Purpose of Post**

You will be leading a team to support deaf people living in the community. As well as leading a team you will be lone working in the community, delivering a person-centred service supporting deaf people within their own living environment, to enable them to fully participate in the decisions affecting their lives, ensuring that wherever possible, service users benefit from informed choice, control, and independence. This will include both activities at home and within the community which will promote independence and social inclusion.

You will be accountable to the Support Services Area Manager. By working together, you will ensure that a consistent, high quality support service is provided to deaf service users in their own homes, and that staff are supported to develop and maintain such a service.

Due to the nature of this role, it's essential that you can drive and have access to a car.

Key Objectives:

1. To actively monitor and develop individual and team performance by ensuring effective supervision and Performance Development Reviews/Reports (PDRs). This will involve travelling to supervise staff 'on the job' and to liaise with service users to monitor satisfaction and review support.
2. Be responsible for any risk assessments at the service users home as part of your Health and Safety responsibilities.
3. To provide clear direction, co-ordination, feedback, and day to day line management for the work of a delegated group of staff. Thus, ensuring their motivation to provide outcome focused, person centred services.
4. To assess any new service users for the service and match them with staffs.
5. To be involved in recruitment for new staff for the service.
6. To ensure that each service user has an assessment of need and an individual care plan and that these are updated and reviewed on a regular basis.
7. To lead by example while delivering support, assessing risk to promote choice and independence, and where appropriate providing support with personal care and daily living skills.
8. To work within a flexible rota, including evening and weekends to the needs of the service and any on-call duties as necessary.
9. To identify and support participation in local and Deaf Community activities (i.e. recreational/ educational opportunities.)
10. To establish and maintain effective working relationships with a range of outside agencies and external stakeholders.
11. Ensure service user confidentiality and compliance with Deaf Action's Policies and Procedures and current GDPR legislation in all areas of work.
12. To carry out such additional duties as appropriate, as and when requested by Management team.

As well as going out in the community to support service users

13. To take an active role in assessments / recordings and to work with service users to develop their skills and abilities to achieve identified outcomes.
14. To assist service users with personal care tasks where appropriate.
15. To be involved, as appropriate, with all household tasks, maximising service users' participation.
16. To record the day-to-day finances (where relevant) and household budgets of service users.
17. To enable service users to access information to be fully informed of their rights and valid expectations from the service provided.
18. To ensure the health, safety and security of individuals and their environment.