

JOB DESCRIPTION

BASIC DETAILS

JOB TITLE:	OUTREACH WORKER
LOCATION:	182 Hoxton Street, London N1 5LH and, Clapton Park Neighbourhood Office, 4a Gilpin Road, London E5 0HL
SALARY:	£27,000
REPORTING TO:	Regeneration Projects Manager
RESPONSIBLE FOR:	No staff reporting to this post

MAIN OBJECTIVES:

To engage with unemployed Clapton Park and Newlon Housing Trust residents and assist them to develop suitable pathways into employment and training.

SPECIFIC TASKS AND RESPONSIBILITIES

	<u>Key Tasks and Responsibilities</u>	<u>Key Competence Areas</u>	<u>Performance Standards</u>
1.	To undertake outreach work to publicise Ways into Work, to inform potential clients of support available, and help them feel confident accessing the service.	<ul style="list-style-type: none">• Communication• Planning and Organising• Working with others• Client customer focus	<ul style="list-style-type: none">• Ensure Clapton Park and Newlon Housing Trust tenants and residents are ware of the Ways into Work project.
2.	Conduct initial assessment of clients' eligibility for the programme.	<ul style="list-style-type: none">• Communication• Planning and Organising	<ul style="list-style-type: none">• Ensure thorough assessment clients' eligibility with the necessary criteria for the Ways into Work programme.
3.	Conduct initial enrolment onto the programme.	<ul style="list-style-type: none">• Communication• Planning and Organising	<ul style="list-style-type: none">• Ensure all enrolment requirements are precisely complied with.• High levels of service maintained that comply with current best practice.
4.	To manage the appointment system for registered clients to access advisory and guidance services – and other related services offered at the Single Points of Access centre as appropriate.	<ul style="list-style-type: none">• Planning and Organising• Achieving results and quality focus	<ul style="list-style-type: none">• High levels of service maintained that comply with current best practice.

	<u>Key Tasks and Responsibilities</u>	<u>Key Competence Areas</u>	<u>Performance Standards</u>
5.	Develop close working partnership with outreach workers, advice and guidance staff from Ways into Work, and delivery agents.	<ul style="list-style-type: none"> • Working with Others • Communication • Liaising and networking 	<ul style="list-style-type: none"> • Active and appropriate partnerships established.
6.	To work in partnership with any other identified partners and stakeholders (such as childcare providers) – and have a general awareness of the services they offer in support of the Ways into Work programme.	<ul style="list-style-type: none"> • Working with Others • Communication • Liaising and networking 	<ul style="list-style-type: none"> • Active and appropriate partnerships established.
7.	To develop positive working relationships with community based organisations which will enhance the implementation and delivery of the project.	<ul style="list-style-type: none"> • Working with Others • Communication • Liaising and networking 	<ul style="list-style-type: none"> • Active and appropriate partnerships established.
8.	To set up and/or participate in local events to publicise and increase awareness of the Ways into Work project on identified housing estates or within specified neighbourhoods.	<ul style="list-style-type: none"> • Communication • Working with Others • Liaising and networking 	<ul style="list-style-type: none"> • Participate in a constructive manner in meetings.
9.	To use the client management system (database) to record initial client registrations.	<ul style="list-style-type: none"> • Planning and Organising 	<ul style="list-style-type: none"> • High levels of service maintained that comply with current best practice. • Ensure that the monitoring requirements of Newlon Fusion and Team Hackney are met
10.	Ensure maintenance of accurate records and maintain client confidentiality.	<ul style="list-style-type: none"> • Commitment to quality Standards 	<ul style="list-style-type: none"> • High levels of service maintained that comply with current best practice.

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11.	To undertaken administrative duties relating to both clients and the Ways into Work project as required.	<ul style="list-style-type: none"> • Communication • Planning and Organising • Achieving results and quality focus • Working with others • Financial and numerical awareness 	<ul style="list-style-type: none"> • All correspondence dealt with in a timely and efficient manner.
12.	To attend joint delivery meetings and team meetings as appropriate.	<ul style="list-style-type: none"> • Planning and Organising • Communication 	<ul style="list-style-type: none"> • Participate in a constructive manner in meetings.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.