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**Job Title:** Link Age Plus Outreach Worker

**Responsible to:** LinkAge Plus Partnership Manager

**Salary:**  £13,950 per annum

**Hours:**  17.5 hours per week

**Contract:** Minimum of 6 Months

**Purpose of the Job**

The central aim of this post is to meet the needs of older people and to promote effective joined up working across the local LinkAge Plus Service Network of agencies that provide a full range of services (not just health and social care) and to work in close partnership with voluntary and statutory agencies to ensure these services are accessed as appropriate.

The post holder and project will work with socially isolated adults over 50 years in LAPs 1 &2 whose needs are not being met and who might benefit by being better connected to resources and opportunities in the Borough. Working closely with other staff from Toynbee Hall and our partners.

**Duties and Responsibilities**

1. **Delivery of services**

* To provide a high quality, sensitive and caring outreach support service to socially isolated adults over 50 years from all communities particularly BAME groups and individuals who have support needs.
* To provide person-centred support to services users to access the services, resources and opportunities they require or wish to access to maximise their health, wellbeing and independence including providing:
  + advice and information on local services/amenities
  + practical help and support
  + use simple outcome measurement plans
  + encourage, signpost, refer service users to services and liaise with services
  + facilitate service users to develop support plans which identify key wellbeing milestones and outcomes and monitor their wellbeing
  + assist, as appropriate, service users in crisis situations or those exhibiting challenging behaviour
* To involve, support and volunteers in the work of LinkAge Plus
* To ensure that service users’ have maximum choice and control over the planning and management of the service they receive
* To promote network services across the Borough to maximise their take-up.

1. **Development and Strategy**

* To build capacity in the locality and work with new and existing groups at Toynbee Hall, the LinkAge Plus partnership and other small organisations, and to support groups with fundraising and community development in conjunction with the LinkAge Plus Partnership manager and Head of Community Services.
* To support fundraising and marketing activities within LAPs 1 & 2 where appropriate and occasionally across the borough wide LinkAge Plus Network.

1. **Monitoring and Evaluation**

* To report to the Link Age Plus Partnership manager on the activities of the service
* To ensure all contacts with service users are recorded appropriately onto the Key2 CRM case management system, to maintain an adequate filing system and to ensure all monitoring and evaluation information is collected and entered into the system on time
* To produce reports in accordance with relevant policy on confidentiality and data protection
* To engage with the Evaluation & Research Manager and participate in developing effective strategies for capturing good practice and lessons learnt.

1. **Partnership**

* To develop good relationships, with all agencies and services, to ensure they work together for the benefit of older adults and develop shared working practices across the service network.
* To work closely with and support BAME groups with funding opportunities and with activities/events jointly with Statutory services
* To work closely with other workers in the Linkage Network, particularly Outreach Workers, LinkAge Plus co-ordinators and with other staff at Toynbee Hall.
* To seek and develop partnerships with organisations new to the Link Age Plus partnership.

1. **General**

* To adhere to relevant Health & Safety and Confidentiality policies and procedures when performing the duties attached to this role.
* To undertake other duties and responsibilities appropriate to the post.
* To represent Toynbee Hall where appropriate at events and meetings.

**Person Specification:** LinkAge Plus Outreach Worker

*Essential*

* A strong understanding of the needs, issues and aspirations of older adults (50+) from different age groups
* Experience of support work with vulnerable people
* An understanding of ethnic minority communities
* Experience of liaising with a wide variety of external agencies
* Ability to build up trust with service users, whilst maintaining a professional relationship and confidentiality
* Working knowledge of local authority services and other voluntary and statutory agencies
* Understanding of the role and purpose of the different health, social services and voluntary sector services involved in the care and support of older adults
* Knowledge and understanding of equal opportunities and anti-discrimination practices
* Experience in using case management systems and strong IT and tablet skills
* Ability to maintain clear and accurate records
* Ability to work with individuals and within group settings
* Fluent in both English and Sylheti/ Bengali

**Desirable**

* Understanding of housing management, including basic repairs
* Experience of key working and/or care/support planning
* Knowledge of welfare benefits available to older people
* Experience of assessing service user’s needs
* Local knowledge of social activities and health and social care services for older people.

*Training*

Toynbee Hall will provide any necessary project training and will encourage and where possible support the upgrading of appropriate skills and qualifications.

*Volunteers*

Volunteers are at the heart of Toynbee Hall’s work .The organisation is committed to involving volunteers in its continuous development and to offering volunteers the best of experiences. All Toynbee Hall staff members will be expected to support the volunteering ethos and to work alongside the volunteer team to promote and facilitate the involvement of volunteers wherever appropriate.

**Location and Working Hours**

This post is office based at 52 Old Castle Street, London E1. Working hours will be 17.5 hours per week over 3 days, plus 1 hour for lunch each day.

This post will require the successful candidate to undergo an Enhanced DBS check.