

Job description and person specification

Post:	SMI Outreach Worker
Hours:	18.5 hours per week
Location:	Home-based or Hexham site
Accountable to:	CEO
Responsible to:	Project Lead
Rate of Pay:	£23,635.36 per annum pro rata £11,817.68
Contract:	Fixed term until September 2026 with potential for extension

Overall purpose

This role is to support people with severe mental illness (SMI) to enable them to engage with primary care services and other initiatives which improve their physical wellbeing.

The SMI Outreach Worker will reach out to people on the SMI register of the Primary Care Network to bridge the gap and provide support which helps them to engage with physical health checks and follow-up interventions. The outreach worker will also encourage clients to develop more skills and knowledge around healthy lifestyles.

Key tasks and functions of the role

The role includes working with people of all ages including those with learning disabilities, people with mental health needs, people with physical and sensory impairment and older people.

1. To liaise with primary care to identify people on their SMI register who are not already engaged with regular physical Health Checks and screening
2. To pro-actively reach out to people with SMI and offer support to access primary care services for physical Health Checks, vaccinations and follow up support
3. To support individuals with SMI in their recovery by gaining information about what interventions/activities they would find useful
4. To actively navigate, broker and signpost the person to other interventions /activities identified, providing the right amount of support to enable them to engage with these services

5. To provide interventions to help people manage their overall wellbeing to enable them to focus on and follow through on actions to achieve their desired results
6. Develop knowledge of the local care pathways to meet clients' needs
7. To review client progress and outcomes
8. Manage caseload, documentation and time effectively, ensuring up-to-date and clear record keeping is in line with organisational policies
9. Make best use of supervision, training and staff development

Expectations

1. Ensure that all responsibilities and activities discharged within this post are consistent with the terms of Adapt (NE) policies and in the spirit of the organisation's values
2. Ensure that the needs of service users and their carers are at the core of the way Adapt (NE) delivers its services
3. Support the effective and efficient deployment of resources to achieve agreed outcomes and targets
4. Work as a team member developing and maintaining effective working relationships
5. Keep up to date with relevant policies and procedures
6. Commit to personal development and participate in appraisal and supervision
7. Comply with information governance expectations as laid out in the induction process and related documents and policies
8. Take responsibility for own health and wellbeing and contribute to the promotion of staff wellbeing within Adapt (NE)
9. Develop and maintain a working knowledge of Health and Safety policies and procedures and take all practical steps to ensure your own personal health and safety at work and the health and safety of those you work with
10. Act in ways that support diversity, equity and inclusion and help to develop and maintain an organisational culture that supports equity and diversity
11. Undertake any reasonable duties/responsibilities to meet the needs of the organisation

Person specification

Essential criteria

1. At least two years' experience of working with people who have enduring and complex mental health needs
2. Knowledge and awareness of issues relating to people living with SMI and a genuine desire to work with this client group
3. The ability to build accessible, strong relationships with clients; to work with them in a reassuring, supportive, manner which leads to an empowering partnership
4. Knowledge and awareness of the principles of person-centred care and overall mental and physical wellbeing
5. Experience of working with families and non-professional carers as well as in partnership and collaboratively with other organisations
6. The ability to work positively in difficult and unpredictable circumstances and able to work under pressure
7. Able to recognise and maintain appropriate boundaries
8. A sound understanding of safeguarding issues and the ability to manage these and know when to escalate
9. Able and willing to use own initiative and regularly work without direct supervision
10. Good written and verbal communication skills, adaptable to the audience
11. Good understanding of using IT including Microsoft packages
12. Good organisation skills and able to prioritise workload
13. Willing to develop knowledge/skills
14. Able to meet the travel requirements for the role

Additional information

Diversity, Equity and Inclusion

We are committed to being an anti-discriminatory organisation and workplace, committed not only to acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage, and discrimination in all aspects of our organisation.

We aim to put equity at the heart of everything we do and seek out and listen to the experiences of those affected by discrimination to help us in our efforts to ensure a truly anti-discriminatory workplace.

Disclosure and Barring Service check

This post is subject to an enhanced DBS check.

Conditions of employment

In the light of legislation [Section 8 Asylum and Immigration Act, January 1997], as a condition of being able to commence employment with Adapt (NE) the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documents will include one or more of the following, as appropriate:

- National Insurance number
- Birth certificate or British passport
- Certificate of registration, or naturalisation as a British citizen
- Passport or documentation evidencing citizenship of an EEA country

Probation

The appointment is subject to a probation period of six months, to be reviewed every three months to monitor success against given income generation targets.

Expenses

Out-of-pocket expenses will be payable at rates set out in Adapt (NE) policies.

Holidays

Pro-rata 25 days per year plus Bank Holidays pro-rata. (The holiday year runs from 1 April to 31 March.)

Pension scheme

Adapt (NE) has a pension plan, the details of which will be given at induction.