

ROLE PROFILE: Engagement Worker



POSITIVE STEPS

Support | Challenge | Change

Service: Early Help

Level 4

Hours: 36

Reporting to: Team Manager – Early Help

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 200 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We value each employee’s unique strengths and believe our success relies on more than just job roles. We have a great benefits’ package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

ROLE REQUIREMENTS

YOU HAVE:

Assessed at application only

- QCF level 4/NVQ Level 3 Information, Advice & Guidance, Health, Social Care or equivalent for working with young people and/or families
- Successfully used information technology for a range of different purposes e.g. recording case notes and data inputting

Assessed at application and interview

- Worked with individuals and families to challenge, support and influence them to change
- Successfully achieved against challenging targets
- Handled highly confidential and sensitive information
- Undertaken holistic assessments involving family members e.g. CAF, Family CAF, Early Help Assessment etc.
- Experience of planning, monitoring and evaluating work independently to meet objectives
- Experience of developing productive and effective relationships with partner agencies

Assessed at interview only

- Worked with partner agencies in multi-agency settings to support positive outcomes for children, young people and their families

YOUR STRENGTHS ARE:

Assessed at application only

- Prepared to work flexibly and outside normal office hours to meet the needs of service users and the organization
- Able to travel to any venue across the Borough and meet clients in a range of different venues including clients' place of residence

Assessed at application and interview

- Initiative to work within a framework of responsibilities without direct supervision, making decisions to prioritise competing demands and progress positive outcomes for families and individuals
- You can identify and act on safeguarding issues and have a clear understanding of the boundaries of professional relationships

Assessed at interview only

- Organising work, prioritising and managing time effectively to meet targets
- You have the interpersonal skills to build and maintain effective working relationships with a range of different professionals
- You have a highly developed ability to involve, engage and motivate individuals to change
- Undertaking assessments involving service users and identifying positive actions for addressing issues
- Managing conflicting priorities and your own time within a framework of supervision

MAIN PRIORITIES

- The main purpose of this role is to deliver holistic, bespoke packages of support to individuals and households. Through undertaking a detailed assessment and working closely with individuals, Engagement Workers will work with clients to prepare, jointly, an Action Plan to address underlying issues and which enable and empower.
- Specific interventions will be carried out to support individuals to lead a positive lifestyle and reduce their dependency and involvement with other services. All assessments, action plans, interventions, client progress and outcomes will be recorded electronically. The role will involve the deployment and supervision of volunteers.

KEY DUTIES

- Build and maintain an individual caseload working within Early Help Guidelines
- Engage with children, young people and adults who have been identified as needing support to motivate them to change their lifestyle. This will require engagement with people who have refused other services, understanding and empathising with the issues they face, and working with them to get to a point where they recognise the need to change their lifestyle, are motivated to do so and are willing to engage with services to gain the support to do so
- Undertake appropriate holistic and comprehensive assessments (including health, social, family and individual factors) with children, young people and adults, in the context of a family situation, to determine unmet needs and identify services currently working with the individual or family. From these assessments, formulate an action plan jointly with clients, with agreed objectives to help improve outcomes in: health and wellbeing; employment and skills; educational attainment; behavior; community engagement; and other positive social outcomes
- Undertake activities with individuals and/or families which motivate them to change lifestyles and behaviors and engage with services, promote self-confidence, self-awareness and self-management which leads to a reduction in dependency on services
- Facilitate and support, where appropriate and under supervision, access to relevant specialist services
- Ensure interventions planned can be counted, evidenced and meet minimum set standards to meet operational targets and the identified objectives agreed for individuals and households
- Work within communities from Locality Hubs to provide a range of support services and to engage individuals in the Early Help offer, as well as providing 1:1 packages of support within the home where needed.

- As part of a range of support, workers will be required to complete NHS Health Checks and Stop Smoking Programmes
- Collate a wide range of information relating to the clients' progress to support evaluation of the Early Help model and maintain accurate and contemporaneous records in line with Positive Steps' policy and ensuring recording on client management systems is accurate and timely
- Ensure work is undertaken in compliance with contract requirements
- Demonstrate responsibility for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work
- Take responsibility for ensuring and achieving the objectives of the Positive Steps Health and Safety Policy
- Undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager

ADDITIONAL REQUIREMENTS

HEALTH AND SAFETY

To operate safely within the workplace with regard to Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and the Health and Safety of others.

EQUALITIES & DIVERSITY

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

CUSTOMER CARE

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

TRAINING AND DEVELOPMENT

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and the Aspire Process. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

POLICY

To work at all times within the established policies and practices of Positive Steps.

INFORMATION GOVERNANCE

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Date prepared/revised: August 2018

Prepared/revised by: