** JOB DESCRIPTION**

**BOOST (Befriending & Outreach Older Persons Support Service): Outreach Worker**

**Reporting to:** BOOST Project Coordinator

**Salary: £16,496.00 (£20,621 FTE)**

**Hours of work:** 28 hours per week

Place of work: Across the county of Buckinghamshire, with an office base in Aylesbury

**Job purpose**: The role of the Outreach Worker is key in identifying and reaching older people and volunteers who would benefit from participating in BOOST and overseeing and delivering the appropriate support. The post holder will work closely with the existing Befriending Plus Area Facilitators and the BOOST Project Coordinator.

**Main tasks and responsibilities**

**Client focused:**

* To triage referrals into our Befriending Services, working closely with other key staff, and to identify older people who may benefit from BOOST.
* To carry out a home assessment with the client following the bespoke BOOST assessment process, supporting the older person to identify outcomes they would like to achieve and developing a support plan to enable them to meet their goals.
* As part of this assessment process, support the older person to explore potential peer to peer or group partnerships as possible strategies to combat loneliness and isolation.
* Support the establishment and facilitation of peer-to-peer and group contacts
* Managing and supporting volunteers
* Providing supervision, support and feedback to volunteers
* To use holistic assessment skills in order to identify other needs and refer/signpost as appropriate.
* To report any safeguarding concerns immediately in line with Age UK Bucks Safeguarding Policy and Procedure and/or the Safeguarding Team at Buckinghamshire Council.
* To keep up to date and accurate records on each client contact, including any new client details or changes to circumstances, and to enter these onto the organisation’s database, Charitylog.
* To use Age UK Buck’s processes for monitoring client progress towards their goals and wellbeing outcomes. This will be done as a minimum at the 3- and 6-month stage.

**Volunteer focused:**

* To participate in the recruitment, induction and on-going training of new volunteers in conjunction with the Volunteer Coordinator
* To maintain regular contact with volunteers ensuring that the agreed outcomes with clients are being achieved or adapted in accordance with clients’ needs and wishes.

**Organisational:**

* To attend regular team meetings every other month with the larger Befriending Plus team and Head of Community Services and additional training / information sessions as required.
* To attend staff meetings and individual supervision with the Head of Community Services.
* Promote other Age UK Bucks services and projects with clients to maximise impact
* To promote the organisation via liaison with other agencies, individuals and groups and via presentations/talks.
* To integrate the project within local communities and take advantage of local community assets.

**Person specification**

* An understanding of and commitment to the needs of older people
* Excellent communication skills, both verbal and written
* Excellent assessment and care planning skills
* Experience of working with volunteers
* Computer literate with experience of working with databases
* Experience of digital connectivity
* Ability to prioritise and manage time effectively
* Ability to work as part of a team or to work on own initiative as required
* Willing to attend training and other events as required.
* Ability to liaise with a wide range of people, including clients, family members, carers and professionals.
* Ability to promote the work of the organisation via presentations and talks.
* Ability to drive and access to a vehicle during working hours is essential - some evening work may be necessary.

**Age UK Bucks Values**

All staff and volunteers are encouraged to work towards the Charity’s values:

**Enabling**   We assist older people to live independently and exercise choice

**Influentia**l   We listen to older people, represent their interests and ensure their voices are heard

**Dynamic**   We are innovative, driven by results and consistently deliver for older people

**Caring**    We are passionate about what we do and care about each individual

**Expert**       We are authoritative, trusted and quality orientated

This job description may change from time to time according to the needs of the organisation.