



SOUTHWARK PENSIONERS CENTRE

Outreach Officer Job Description for Taking Back Control

MISSION

Southwark Pensioners Centre (SPC) is a charity that supports older people to lead fulfilling lives improving their health, well being and quality of life. We promote the development of an inclusive community in Southwark in which older people support each other, are independent, active and in touch.

PRINCIPLES

The following principles underpin the work of the centre and all postholders are expected to actively embrace and work to develop and implement these values in all that they do:

1. **Welcoming:** We are friendly, helpful, kind and caring, open to all. A place where older people can come no matter what the problem and where no one has to feel lonely.
2. **Listen:** We listen to the voices of older people and act as a conduit so that others hear them too.
3. **Equality and Diversity:** we value and respect all people no matter their age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, political views, sex or sexual orientation; identifying and tackling the barriers (financial, social and physical) that prevent older people from leading fulfilled and rewarding lives.
4. **Facilitate:** we empower older people, individuals, pensioners' groups and those working with older people to promote the well-being and independence of the over 50s.
5. **Self help:** We believe in services and activities run by older people for older people, supporting older people, individuals and groups to plan and lead activities and events that promote healthy lifestyles, community participation and active citizenship combating loneliness and isolation.
6. **Lifelong learning:** we support and enable older people to learn, experience new things and acquire new skills.
7. **The three Ps:**
 - a. **Partnership:** We work with older people and others to innovate and create the best for older people in Southwark to meet their individual needs and aspirations.
 - b. **Proactive, positive people:** We work with, develop and support our trustees, staff and volunteers to be proactive, positive and to do their best for older people in Southwark to help them meet their individual needs and aspirations.

c. **Prudent:** We are financially prudent, carefully using funds raised to offer free or low cost, accessible services and activities.

VISION FOR THE SERVICE

1. To support older people to be as healthy, as active, as independent and as connected to their communities as possible.
2. Through person centred conversational assessments agree individual personalised support action plans and work with community support volunteers and other providers where appropriate.
3. Help prevent a deterioration in an older person's mental health and wellbeing or stabilise it so that they have better quality of life, are better connected to their communities and are less likely to need (or delay the need for) statutory health and social care services.
4. To work in a re-abling way to promote independence and self-determination, supporting the independence of the older person.
5. To ensure that the older person's voice is heard and acted upon in any strengths based action planning or support work that we do with them.
6. To play our part in supporting the 2016 Southwark Voluntary Sector Strategy – Common Purpose, Common Cause which has two key strategy objectives:
 - a. To improve outcomes for residents that reduce and prevent future demand on high cost, high demand services.
 - b. To sustain and build strong, cohesive communities where no one group or community is left behind.

The Taking Back Control Service

1. **Person Centred Assessments** – Hold a person centred conversational assessment with the older person to establish their strengths and develop an individualised personal plan that includes how their low level needs can be met either through the Taking Back Control service and community support volunteers or from other service providers.
2. **Community Support Volunteer services:**
 - a) **Practical support** - light gardening, changing curtains, changing lightbulbs, providing temporary wheelchairs, accompanying on shopping trips, accompanying to Department of Works and Pensions Personal Independence Payment health assessment meetings, accompanying to hospital or GP appointments, helping to set up IT equipment at home (there is a £10 fee for the IT service).
 - b) **Advisory support** – help with filling in simple forms, applying for services online, supporting the older person to contact service providers to arrange appointments or to resolve low level issues. More complex work is dealt with by the 50+ Advice Service.
 - c) **Social and emotional support** - Interim befriending, introducing and accompanying to activities at the centre in the first instance or introducing to other preferred activities elsewhere.

OVERALL JOB PURPOSE

1. To support older people to be as healthy, as active, as independent and as connected to their communities as possible, particularly those who have become more vulnerable or are at risk of a deterioration in their mental or physical health by:
 - a. Holding person centred conversations to assess the older person's strengths and priorities, agreeing an action plan and identifying any low level support needs as part of that action plan.
 - b. Working with the Operations Manager to recruit and match volunteers to vulnerable older people to provide a wide variety of low level support in a variety of settings, eg, in

person, at home, at SPC, at other locations or on the phone.

MAIN TASKS

1. Marketing and Promotion - Undertake marketing and promotion activities to engage older people (as needed)

2. Manage the referral and assessment process - receiving internal and external referrals, holding person centred conversational assessments, agreeing personal action plans, carrying out assessments against the Taking Back Control service criteria including a home risk assessment, to determine eligibility and suitability for the service.

3. Volunteers - Working with the Deputy Director and Operations Manager to recruit, train and supervise a flexible pool of Community Support Volunteers.

4. Matching - volunteers to older people and reviewing progress of the support.

5. Safeguarding - Report and address safeguarding issues

6. Networking - Link and work with appropriate older people agencies, referring older people whose needs fall outside the criteria for the Taking Back Control service to other more suitable providers.

7. Monitoring and evaluation - Keep accurate records to help monitor and evaluate the Taking Back Control service

SOUTHWARK PENSIONERS CENTRE:

1. Wider work: To contribute to the wider work of Southwark Pensioners Centre as a valuable member of the team.

2. Client needs: Identify clients who may benefit from becoming members and or being part of other programmes and activities within the centre and refer to other teams.

3. Events: Support centre wide events and fundraising activities.

4. Teamwork: Foster a co-operative and supportive team.

5. Volunteers: Support volunteers and to involve them in the centre.

6. Representation: Represent SPC in an appropriate manner.

7. Training and support: Develop and train yourself and others.

GENERAL

1. Equal Opportunities and diversity: Promote equal opportunities and diversity in all areas of work.

2. Confidentiality: Ensure confidentiality at all times, only releasing confidential or personalised information externally in line with SPC policy.

3. Data Protection Act: Comply with the requirements of the Data Protection Act and its amendments to ensure integrity and security of information entrusted to Southwark Pensioners Centre.	
4. Safeguarding: Ensure the organisational and individual statutory and organisational responsibilities are met in respect of safeguarding Children & vulnerable adults. Provide an Enhanced DBS check	
5. Conflict of interest: All applicants/employees in any post within SPC are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with SPC. Failure to do so may result in an application being rejected or dismissal after appointment.	
6. Health and Safety: Work in a safe manner in line with SPC H&S policy and procedures therefore taking care of yourself and any colleague, service user or visitor who might be affected by an act or failure to act by yourself.	
7. Out of hours work and travel. This post will involve some evening or weekend work for which time off in lieu is given. Travel to meetings within the Borough and in London may also be necessary.	
OTHER	
1. Duties: To undertake other work as agreed with your Line Manager.	
2. First Aid: First Aid at Work Qualification	
PERSON SPECIFICATION	
1. Experience	
1.1 Proven experience of working with older people in community settings	E
1.2 Experience of carrying out person centred conversational assessment to best enable support planning and delivery	D
1.3 Track record of project management skills and expertise	D
1.4 Experience of addressing safeguarding issues	E
1.5 Experience of supervising volunteers	E
2. Skills and knowledge	
2.1 NVQ level 2/3 or equivalent in health and social care	E
2.2 Have some awareness of the issues facing older people in London	E
2.3 IT literate – competent in the use of MS Office Word, Powerpoint and Excel.	E

2.4 Strong self servicing and administrative skills.	E
2.5 Awareness of health and safety and lone working.	E
3. Personal qualities	
3.1 Be able to treat people with dignity, empathy and respect	E
3.2 Be able to understand and respect the personal values, culture and beliefs of those whose support you are arranging	E
3.3 Strong communication skills – both verbal and written	E
3.4 Ability to work as part of a small team, whilst also working independently	E
4. Additional requirement	
Personal commitment to equal opportunities and diversity and working with older people.	
SUMMARY TERMS AND CONDITIONS	
Job Title:	Outreach Co-ordinator
Responsible to:	Operations Manager
Responsible for:	Community Support Volunteers
Hours:	21
Salary:	£20,000 pro rata