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| Job Title: Inclusion and Outreach Officer (Short Breaks) | Role Profile Number: SO4019 |
| Grade: M Salary: | Date Prepared: August 2011 (update May 2021) |
| Directorate/Group: Children, Families & Community Health | Reporting to: Aiming High Team Manager |
| Structure Chart attached: | Yes |

Job Purpose

- The Inclusion and Outreach Officer will provide an inclusion and outreach service to the families of children and young people with disabilities in Swindon, to enable access to short breaks. They will provide an advisory and signposting service, as the initial point of contact for parents, carers and professionals for enquiries about short breaks. The post holder will work as part of the Aiming High Short Breaks Team.
- As part of this role, the Inclusion and Outreach Officer will also work with the Direct Payment Support Advisor to help support families with setting up and managing their direct payments.
- The Inclusion and Outreach Officer will be required to discuss with families their short breaks needs and make judgements about how to best meet needs, inline with Swindon Borough Council’s wider short breaks approach. Where necessary the Inclusion and Outreach Officer will need to seek further advice / information with regards to level of need. This will require close collaboration with existing short break providers, integrated services for disabled children, social care teams and other professionals where appropriate (in-line with data protection and information sharing guidelines). Where appropriate the Inclusion and Outreach Officer will be required to liaise with families and local activity providers in order to help facilitate inclusion.

Key Accountabilities

- To provide an inclusion and outreach service, which offers a central point of contact regarding short breaks, for parents, carers, family members and professionals.
- To listen to the needs and feelings expressed by parents and carers contacting the service, communicating by telephone, video call, in writing and face to face.
- Triage / prioritise enquiries accordingly, making judgments about how best to meet the individual needs identified for short breaks services, inline with Swindon Borough Council's wider short breaks approach.
- Support the direct payments process, working with the Direct Payments Support Advisor to help families set up and manage their direct payments. Supporting with set-up documentation, monitoring usage and spend and providing cover for the Direct Payment Support Advisor (training will be provided).

- Where services are not currently in place to meet needs, find creative, alternative ways of meeting the need.
- Use a range of reporting systems to ensure that all outcomes of contact with parents, carers, families and professionals are captured.
- Produce a regular Newsletter to provide families with information about the range of activities and services available.
- Report identified gaps to line manager to inform future service development.
- Identify where funding is appropriate to support access to services, and the most efficient way of doing this.
- Develop knowledge of appropriate services to be able to provide information, advice and guidance.
- Signpost parents, carers and professionals to other services / information where appropriate.
- Identify bridging opportunities with mainstream providers to support access to services more efficiently.
- Check information on the child/ family and cross reference.
- Monitor service costs and provide management with regular updates.
- Raise awareness of Aiming High by promoting the service and attending local events. Identify and create links (outreach) to relevant services (statutory and voluntary), including, but not limited to, schools, community groups and parent groups
- Ensure safeguarding concerns or issues are handled in line with local safeguarding children procedures.
- To ensure that work is carried out in accordance with the provisions of the Health and Safety at Work Act 1974 for yourself and other persons who may be affected by your acts

Supplementary Accountabilities

- Responsible for sourcing services to meet families' needs
- To contribute to the effective and efficient service delivery according to priorities within the service.
- To work within the legal and departmental requirements for recording.
- To work within Children and Families supervision and appraisal requirements, and attend team meetings.
- To take responsibility for keeping up-to-date with changing government requirements, departmental procedures, protocols and government guidelines.
- To undertake any other duties that can be accommodated within the grading level of the post.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Understanding of the needs of families.
- Understanding of the sometimes complex needs of children and young people with disabilities and the challenges they may face when accessing services.
- Experience of working with children and young people with disabilities and their families.
- Competent in the use of business ICT applications and experienced in the use of MS Office, particularly Excel, Word, PowerPoint and Outlook.

- An understanding of multi-agency working and the importance of a holistic approach to assessing and meeting need.
- Administrative skills.
- Ability to be flexible and adaptable.
- Ability to maintain up to date and accurate records, including electronically.
- Ability to keep abreast of relevant legislation and comply with national guidance, policy and procedures.
- Experience of communicating with a range of audiences, using a range of formats, including: electronically, in person, virtual, presentations, by phone and written communication.
- Attention to detail.
- A willingness to undertake training as identified.
- Ability to work with personal information and adhere to data protection procedures.
- Ability to work as an individual and as part of a team, in a rapidly changing environment.
- Able to promote and safeguard the welfare of the children and young people.
- Acquisition of knowledge.
- Ability to give presentations to a range of people, both formally and informally.
- High level of interpersonal skills.
- Communication both written and oral.
- Customer orientation.
- Ability to travel within Swindon.

Qualifications

- Minimum education to a good standard GCSE level (including English and Maths) or equivalent with proficient literacy and numeracy skills

Decision Making

- Ability to identify needs and make judgements about criteria based on information gathered
- Ability to make judgements about how best needs can be met, within Swindon Borough Council's wider short breaks approach.
- Make judgements about when information should be shared with other agencies
- Ability to organise own workload and set priorities.
- Ability to work quickly and accurately to deadlines, and to adapt to changes in priorities.
- Authorise sessional worker claims and expenses forms

Creativity and Innovation

- Able to find creative and sustainable solutions to problems.
- Able to use resources creatively.
- Innovative and creative approach to meeting needs
- Able to develop a wide knowledge of services and support available

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| <u>Job Scope</u> | Budget Holder | No |
| Number and types of jobs managed | Responsibility | |
| Typical tasks supervised/allocated to others | Asset Responsibility: | |

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Communication with appropriate departments within Swindon Borough Council, including education, health and social care teams.
- Communication and engagement with a wide range of voluntary sector, charity and other agencies in order to build networks and promote the service.
- Ability to work in partnership with children and young people, parents and carers, service providers and other professionals.
- Written and verbal communication to families, session workers, service providers and other professionals (internal and external).
- Communicate and work with other team members, as part of a team.
- Develop excellent working relationships with internal and external short breaks providers.
- Prepare reports/give presentations as required by line manager / Integrated Service Manager.
- Able to be impartial.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Emotional Demands:

- First point of contact for parents and carers, and their families, some of whom, due to their circumstances, maybe frustrated or at crisis point.
- Supporting parents and carers of children and young people with disabilities, either by telephone, video call, email or face to face, to identify their needs, and how these can be met.
- Negotiating levels of support or services with a parent, carer or family member, to enable access to short breaks and to meet their needs.
- Working directly with / or have contact with the parents, carers and families of children and young people who may have life limiting conditions or complex health needs.

Features of the role:

- Office based in Salt Way Centre, West Swindon. However, the post holder will be required to regularly travel across Swindon.
- Some lone working, including visiting families in their homes
- Limited work outside of office hours
- Working with parents and carers, and families, some of whom, due to their circumstances maybe angry or upset

Candidates must be fluent in the English language (as a requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role).

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures

In accordance with the provisions of the Health & Safety at Work etc Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your line manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

This post is subject to an enhanced DBS check which will be carried out if your application is successful.

Safeguarding - Children & Vulnerable Adults

This organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

Staff must work in accordance with the South West Child Protection procedures and Child Protection/Safeguarding Policy and understand their role within that Policy.

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name: |
| Date: | |