


Profile Title:	Outreach Worker	 BARNSLEY Metropolitan Borough Council				
Reports to:	Family Centre Manager or Family Centre Outreach Co-ordinator as appropriate					
Employee Management:	None	Grade:	3	Profile Ref:	94272	
Purpose of the Post						
In this key customer service role you will actively target families, registering targeted groups and effectively engaging them within services and activities. Success will be measured by achievement of new contacts and active engagement by target groups in Family Centre Services.						
Responsibilities						
<ul style="list-style-type: none">To plan, develop and deliver targeted outreach activities utilising relevant data to ensure that the Services are promoted positively and effectively to all appropriate target groups and individuals, (0-25 years) and other professionalsTo actively seek out and identify families within the locality of the Family Centre and promote activities to them creatively in order to secure registration and ongoing engagement in servicesTo engage with families with children aged 0-25 years within designated localities through targeted outreach (in a variety of venues), registering them with the Family Centre and securing effective engagement in services.To signpost /refer and support families and children (0-25 years) to access universal, targeted and specialist services through appropriate referral systems.To maintain all appropriate records (including information stored on electronic databases where appropriate) in accordance with relevant policies and proceduresTo contribute towards the planning of groups and services in accordance with all current and relevant curriculums/frameworks for learning.To facilitate effective participation and dialogue between families and Family Centres in relation to securing the voice and influence of children and families (0-25 years) in service planning and development, to support the Family centre in responding effectively to local needs.To work with a strong, empathetic and caring customer service approach through excellent interpersonal and communication skills.To monitor the use of Family Centre Services using appropriate databasesTo report any safeguarding incident or concerns immediately in accordance with relevant policies and procedures, informing line manager immediatelyTo liaise with other professionals delivering multi-agency approaches through jointly delivered integrated programmesTo keep appropriate records of all enquiries and information given in accordance with Data Protection guidelines and policies.						
Education and Training					Measure	Rank
<ul style="list-style-type: none">Relevant NVQ Level 3 or equivalent					A/D	E

Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> Relevant experience of working with children and families in the community (From birth to 25 years) Experience of multi agency working with a variety of agencies /professionals Experience of analysing local needs through consultation and planning and developing services to address those needs Experience of monitoring and evaluating services Experience of maintaining accurate records in accordance with Data Protection , confidentiality and information security policies and procedures 	A A/I A/I A/I A	E E E E E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> Knowledge of child and family development Knowledge of services provided by Family Centres within the scope of Early intervention and prevention Knowledge of relevant and current curriculums/frameworks for learning Knowledge of current legislation and initiatives relating to young children and families Knowledge of safeguarding and promoting the welfare of children and vulnerable adults 	A/I A/I A/I A/I A/I	E E E E E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> Ability to demonstrate effective communication skills to work in partnership with the local community Ability to work alone and use own initiative, using flexible and creative approaches to achieve positive outcomes for families Ability to work collaboratively within the team and with professionals from other organisations Good organisational skills and time management Excellent written and oral communication skills with the Ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. Basic IT skills Ability to work in a high pressure, targeted environment 	I A/I A/I A/I A/I A/I A/I	E E E E E E E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. Willing to undertake training and continuous professional development in connection with the post. Work in accordance with the council's vision, priorities, values and behaviours. Able to undertake any travel in connection with the post. 	A/I A/I I A/I	E E E E