



## Job Description

<b>Title:</b>	<b>Outreach Coordinator</b>
<b>Responsible for:</b>	<b>Outreach Support workers and Volunteers</b>
<b>Location:</b>	Walsall (with travel across the West Midlands)
<b>Contract Type:</b>	Permanent
<b>Working Hours:</b>	35 hours per week
<b>Benefits:</b>	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 1 years' service, Paid mileage for travel to locations other than base location.

### Main purposes of the job:

- To oversee the delivery of a trauma informed, person-centred face to face and online/virtual counselling/skilled listening service to women experiencing pregnancy, pregnancy loss or challenges with motherhood, in the prison environment and on release.
- To oversee the delivery of practical support services that enable Women to readjust to living independently in the community.
- To ensure all client referrals are allocated and assessed in a timely manner and managed in line with best practice.
- To oversee the work carried out with the Women, their families and partner agencies to support re-integration into the local communities across the West Midlands.
- To provide regular managerial supervision for staff and assess training needs to required performance and development standards

### Key achievement areas:

- To liaise and build relationships with multiple referring agencies to ensure effective communication externally including local authorities, social work teams, health and other statutory services, voluntary agencies and other providers to ensure referrals are aligned with the service Life provides.
- To seek out, assess and respond appropriately to new referral opportunities for the Charity in line with the project aims.
- To plan and prioritise the work undertaken by the project team, ensuring that all services are resourced adequately, and contractual obligations are met.
- To provide effective line management, clear direction and key

performance indicators, motivating and supporting the team to deliver against their objectives and overall project plan.

- To ensure all staff are implementing and working to tailored client support plans that meet the needs of the client to achieve desired outcomes.
- To ensure one to one and group support, is being delivered in a trauma informed way, for clients within the prison environment and in the local community across West Midlands. Utilising both internal and external resources as appropriate.
- To maintain records, statistics of all project related work in line with organisational policies and procedures, using IT software.
- To monitor and evaluate service delivery and share good practice to inform the continuous improvement of services.
- To recruit, develop and work with volunteers to deliver holistic services in line with the project aims.
- To maintain an up to date understanding of regulatory frameworks, codes of practice and legislation relating to sector relevant work.
- To report regularly to the Director of Pregnancy Matters Online on the development and progress of the project.
- To ensure staff engage with all clinical supervision sessions and Continued Professional Development in line with British Association of Counsellors & Psychotherapists ethical guidelines.
- Ability to identify additional training and development needs and source appropriate resources to maintain own CPD.
- To ensure work and personal wellbeing by adhering to monthly one-to-one managerial supervision sessions.
- To champion Life in professional networks and seek new opportunities to establish positive working relationships and promote Life's services.
- Ensuring Safeguarding procedures are reported and recorded appropriately. To ensure women, children, staff and volunteers are kept safe from harm, abuse or neglect.
- Work in line with Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.

- Oversee client feedback, case studies and contributions to ensure these are captured and utilised in service improvement plans.
- Must be able to work flexibly and hold current driving licence
- Undertake any other duties that are essential to the job role.

### **Personal responsibilities:**

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

### **Safeguarding Children & Adults at Risk of Harm:**

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.
- All employees will be expected to undertake a full DBS check.

### **Corporate behaviours:**

#### **All staff are expected to:**

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Operate in line with our core workplace values which are:
  - Humanity – All people are special and equal
  - Solidarity – We're with you and for you
  - Community – We're better together
  - Charity – Doing good for one another

- Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

**Post title:**

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
<b>Values &amp; Behaviours</b>		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
<b>Leadership</b>		
Ability to be pro-active and contribute to the development of services	✓	
Ability to influence and gain respect from colleagues within the charity, and from external contacts	✓	
<b>Business Management / Service Delivery</b>		
Proven team management skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
<b>Experience / Knowledge / Qualifications</b>		
Proven experience of working within a charity in a similar role		✓
Proven experience of working within a similar role in a related sector	✓	
Minimum of a level 3 listening skills or counselling qualification		✓
Experience/Knowledge of needs assessment and support planning	✓	
Level 3 Management qualification or relevant experience of managing a team	✓	
Experience of managing and leading volunteers		✓
Experience of managing safeguarding processes	✓	
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office	✓	
Administration skills and ability to deal with complex enquires and clients	✓	
Experience of Safeguarding Children & Adults	✓	
Experience or knowledge of the criminal justice system		✓

Ability to make decisions with confidence	✓	
<b>Communication</b>		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
<b>Personal</b>		
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

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