



PERSONAL DETAILS

Job Title	Outreach Caseworker	Contracted Hours	Casual – flexible up to full time hours available
Direct Line Manager	Outreach Manager	Salary Status	£7.93 - Casual per hour

VISION STATEMENT

To Casework individual VOHT; to assess needs and connect with local services to meet identified need, empowering towards independence. Working with women in accommodation and drop ins. Ensure all standards for City Hearts and funding contracts are upheld to a high standard.

ROLES AND RESPONSIBILITIES

Key Working with individual VOHT across the North West region including Liverpool and Manchester.

On drop in rota to support clients should this be required

Shift work in accommodation on a rota basis evenings and night shifts.

Regular supervision meetings with Manager

Ensure all clients receive the full protection/support of the EU convention, as laid out in article 12 of the ECAT

Arranging appointments for individual VOHT

Following up all the paperwork and details of VOHT in adherence to the terms of the contract

Ensuring that all KPI's are met

Ensuring progression of VOHT through the system within the required time frame

Liaising with organisations and individuals regarding VOHT and CH in a professional manner - including but not limited to SATco, UKBA, UKHTC, other agencies, police, medical professionals

Identifying support hours and ensuring accurate logging of all hours

Ensuring paperwork is being completed correctly and in a timely fashion

Ensuring move on strategies are being prepared in a timely fashion

Adhering to all internal procedures regarding City Hearts, the Safe House and any legislation

Promoting CH in adherence to the terms of the contract – this may include attending events on behalf of CH as a whole

*Any other duties that are commensurate with the role
Additional hours would be on a voluntary basis*

The contract for this position will cease on 31st March 2018. There will be a review meeting with the Project Manager a minimum of three months before the end of the fixed term contract do discuss if there may be an opportunity for the contract to be extended.



SKILLS / ABILITIES:

- Ability to work to deadlines
- Creative and keen to share ideas
- Ability to work in a Team
- Ability to work under pressure
- Good communication skills
- Good organisational skills
- Good people skills
- Ability to research
- Ability to advocate
- Consistent, reliable and professional.

COMPETENCIES / BEHAVIOURS:

- Maintain respect of Managers/Directors and fellow staff and volunteers.
- Respond to instructions from Line Managers in a timely manner, explaining the reason for delay if there will be one
- Alert the Manager to any issues.
- Inform manager if you will be late and why.
- Recognise that you may need to work above and beyond your contracted hours in order to meet the needs of the clients e.g. to complete paperwork or meet and greet a new referral is coming in.
- Dress code is to be smart casual
- Always wear your City Hearts ID badge
- Maintaining a positive attitude is important and will be addressed if the Manager feels it is negatively affecting the Team/Residents.