

**Manchester City Council  
Role Profile**

**Outreach Worker, Grade 5  
Early Years, Directorate for Children's and Education  
Reports to: Locality Lead  
Job Family: People Care and Support Direct**

**Key Role Descriptors:**

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users' needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

**Key Role Accountabilities:**

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

Ensure safeguarding is a priority and understand their responsibilities in the reporting procedures as outlined by the Manchester Children's Partnership (MSP).

Engage families to access the full range of services across the neighbourhood through actively promoting Sure Start services to the public with multi agency engagement through facilitating events and working frontline with families.

Use a thrive approach to work with families who have been identified as having targeted needs to improve their health and wellbeing and promote independence, making use of Manchester's agreed common assessment tool i.e. EHA across the neighbourhood area.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

### **Role Portfolio:**

The Early Years Outreach Worker (EYOW) will work as part of a team across a group of centres, working assertively and closely with families in the home and the centre as part of a locally integrated neighbourhood team with Health Visiting services and other relevant agencies supporting the Early Years Delivery Model and the 1001 days pathway.

They will take a strength based approach using the agreed common assessment tool i.e. EHA to assess need and target delivery of evidence based interventions as part of agreed pathways to drive school readiness.

They will deliver evidenced based interventions aligned to the Early Years Delivery model and its associated pathways ensuring improved outcomes and life chances for children and families.

They will support the universal delivery of core purpose sessions within the Sure Start Children Centres and as appropriate within venues across the neighbourhood area to improve outcomes for children and families.

They will engage effectively with families through quality assured group based activities and tailored evidence based interventions for individual families within their own homes.

They will identify child and parental need through undertaking evidence based assessments and using a range of other proven assessment tools and interventions.

They will evidence improved outcomes for children and families through tracking, monitoring and evaluating the impact of services, and contribute to the achievement of outcomes identified by the local analysis of need.

They will need knowledge of issues that affect parents and children, particularly in areas that are economically disadvantaged.

### **Key Behaviours, Skills and Technical Requirements**

#### **Our Manchester Behaviours**

- We are proud and passionate about Manchester
- We take time to listen and understand

- We 'own it' and we're not afraid to try new things
- We work together and trust each other

### General Skills

- **Communication skills** – Demonstrate an understanding of the views of others and communicate in a realistic and practical manner using appropriate language, listening to views and issues of other. An ability to communicate clearly, concisely and accurately, in ways which promote understanding. Good literacy and numeracy skills to undertake publicity information and keep case file records.
- **Analytical Skills** – An ability to engage partners to identify information needs and know how to go about obtaining the relevant information.
- **Planning and Organising** – Provides work on time to the required standards. An ability to prioritise own workload in order to meet deadlines. An ability to clearly prioritise work, set targets for self, to demanding timescales. Demonstrate the ability to organise multiple tasks in the most effective way, allocate time and energy according to the task complexity and priority.
- **Problem Solving and Decision Making** – Ability to analyse situations, diagnose problems, identify key issues, establish and evaluate alternative courses of action and produce logical, practical and acceptable solutions. Is able to make effective decisions on a day to day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary, be logical in thinking and explaining reasoning behind decisions.
- **Commissioning Skills** – An awareness of commissioning in order to engage services on behalf of the family which are effective and efficient and meet the assessed needs.
- **ICT Skills** – Ability to maintain effective systems to manage and retrieve information.

### Technical Requirements (Role Specific)

This role requires an Enhanced DBS Check.