

THE DEAF HEALTH CHARITY SIGNHEALTH



BANK- Outreach Worker

Candidate Brief

October 2021

Overview

Thank you for your interest in this exciting role. We hope that this pack gives you all the information you need to make your application.

We have ambitious plans to grow our social care services in line with our three year plan.

Here at SignHealth we are currently recruiting for people to join our Bank team (Nil hours) in taking on the exciting challenge of providing high quality health and social care support to Deaf individuals, many of whom who have mental health conditions.

We provide services directly in British Sign Language (BSL), we work in partnership with the NHS and local authorities and we also campaign for change.

75% of our staff at SignHealth are Deaf, and almost all of our staff in services are fluent sign language users.

Our work is varied and aims to give Deaf people easier access to healthcare and information, as well as providing services which are not provided elsewhere.

Some of our work is funded on a case by case basis by the NHS or local authorities, and some is funded entirely by grants from trusts or by donations from individuals.

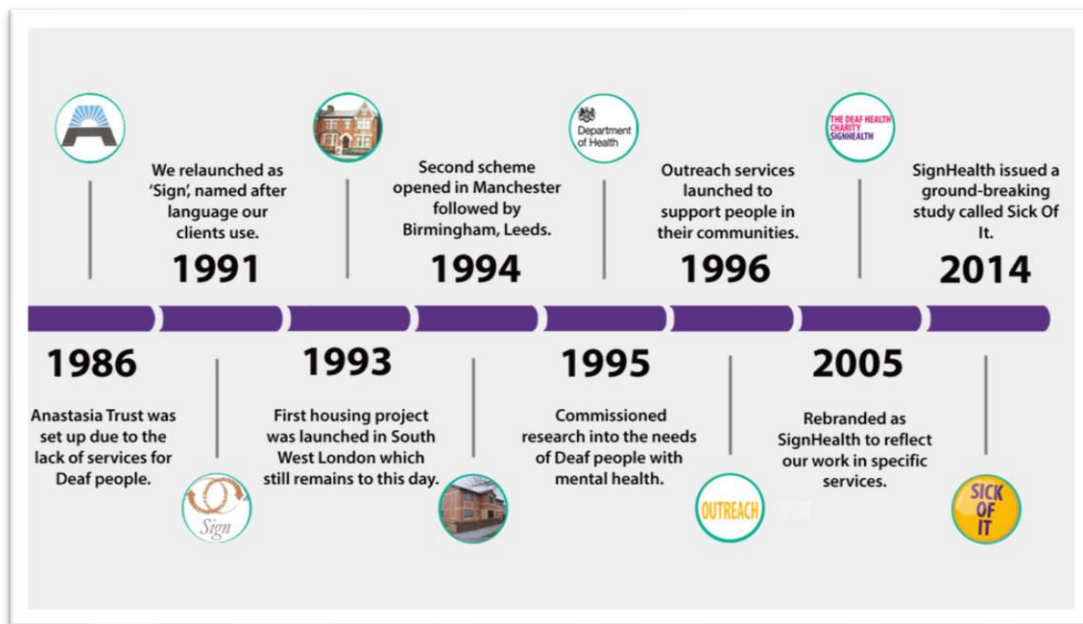
“We are a passionate and caring Deaf-led team working towards a future where there are no barriers to good health and wellbeing for Deaf people.”

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About us

The charity was set up in 1986 as the Anastasia Trust in response to a lack of services for Deaf people with mental health issues. Over three decades, we've grown to provide a range of services that improve Deaf people's lives.

We have grown to deliver a range of services that improve the health and wellbeing of Deaf people. In the last thirty years we have set up a number of care homes, provided advocacy and outreach services, supported Deaf people at risk of domestic abuse, delivered therapy in British Sign Language, carried out important research and made vital information more accessible to Deaf people.



Our work is varied and aims to promote easier access to healthcare and information. We partner with the NHS and other services and take on projects, carry out research, and raise awareness.

The world has changed significantly since SignHealth began, not least huge advances in technology and the changing health and social care landscape. Things have changed within SignHealth too. In July 2017 we relocated our Head Office from Buckinghamshire to London. We have a new, award-winning, Board of Trustees, a refreshed strategy and we are focused on ensuring that the organisation is financially and commercially sustainable. There is a great deal to do to improve Deaf people's health and wellbeing and we are determined to make a significant difference through our work.



What we do

Social Care

Our registered care homes, all rated Good by CQC, are for Deaf people with complex and long-term mental health issues. This is how we first began, and they remain a hugely important part of our services portfolio. Our five care homes give residents their own bed-sit flat, and the care home staff help the residents to build independence and increase confidence, as well as prompting and supervising medication. All residents and staff are sign language users, which helps to end the isolation many Deaf people experience when they are inappropriately supported in hearing services.



Many of our care homes also have outreach services which support other Deaf people living in their own homes to increase their independence and take part in their local community. Our London Outreach service also runs a Supported Housing service for Deaf people in Wandsworth.

Therapies

SignHealth runs the only IAPT-compliant, BSL psychological therapy service for Deaf people with depression, anxiety or similar mental health conditions. Sessions are carried out entirely in sign language, with a therapist who is fluent and often Deaf themselves. It means there is no interpreter in the room, which would slow down communication and reduce the intimacy which is important to this kind of treatment. An online service is now up and running which will enable more people across the country to access therapy in BSL.

Domestic Abuse services



Our Domestic Abuse service is a unique service that supports Deaf men, women and children who are suffering domestic abuse. This is the only service in the UK and gives help and advice on how to be safe, and where to find refuge.

The service is available in London and the South East although remote support is available across England. We have plans to expand this much needed service

across the UK. The service also works with Deaf children and young people, teaching them about healthy relationships and staying safe online.

Campaigning and Research

Campaigning is an important part of our work, trying to change the way things are done so that Deaf people get an equivalent service to hearing people. We are raising awareness among the hearing public, offering solutions to health service workers, and pushing for change from the NHS and government.

In 2014, we launched a really important piece of research, 'Sick Of It' which showed just how disadvantaged Deaf people are in our current health system.



Fundraising

We've got a strong history of fundraising at SignHealth and we want to increase our fundraised income in the future too. Whether from trusts, grant makers, central government or private individuals we have an ambitious growth strategy for SignHealth which will need strong and reliable income streams.



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Job Description – Outreach Worker



1 Background

1.1 SignHealth – the Healthcare Charity for Deaf People is a registered charity.

SignHealth is committed to bringing better healthcare and equality of service provision and healthcare access to Deaf people within the UK. Improvements will be made through research, campaigning and partnership working with Deaf people, Deaf organisations, health services and other charities.

SignHealth provides services to Deaf people experiencing mental health problems and/or complex needs. At present the organisation is working in the fields of supported living services, advocacy, outreach, psychological therapy, domestic abuse and health promotion.

SignHealth Outreach specialises in supporting people living in the community ensuring high quality support is given to Deaf individuals who suffer/have suffered from mental health problems. All Outreach workers have British Sign Language skills and an awareness, understanding and acceptance of Deaf Culture.

SignHealth's Head Office is located in Balham and provides management and support services for all of the services and initiates new developments and partnerships.

1.2 The Outreach Worker should be familiar with SignHealth as an organisation, its philosophy, its aims and working methods and should be able to communicate this information to others as necessary.

2 Accountability

You will be responsible on a day to day basis to the Outreach Manager.

3 Responsibilities and Key tasks:

3.1 To provide support to the Outreach Manager

- a. To ensure high quality support is given at all times and to report any problems to the Outreach Manager.
- b. To assist and contribute to the effective management of the Outreach service.
- c. To communicate and liaise effectively with social workers and other professionals to ensure continuity of support is being provided whilst maintaining SignHealth's confidentiality policy. Should any problems arise with the client's support to effectively communicate with the Outreach Manager and the other appropriate professionals involved.

3.2 To ensure effective running of Outreach Service

- a. To work with statutory authorities to fully assess new referrals and to produce detailed support plans and review reports. To ensure support plans are established to achieve set goals for the client's personal development and to monitor and evaluate the outcomes to ensure a high quality service is being provided.
- b. To liaise with other SignHealth services if the assessed client is not appropriate for outreach support.
- c. To ensure goals are set and support plans established to achieve set goals for the client's personal development.
- d. To produce a six-month report on the client's progress and present it at a six monthly review meeting.
- e. To support clients in independent living skills, emotional support and, where appropriate, monitoring of their medication and mental health.
- f. To report incidents or complaints immediately by following the appropriate policies.
- g. To inform the Line Manager and other appropriate professionals involved in the clients care should any problems arise.
- h. To be aware of SignHealth's philosophy, aims and working methods and to be able to communicate this information to others.
- i. To ensure that all relevant information is kept up to date both in paper form and on the computer.
- j. Flexibility will be required in line with the needs of the individuals.
- k. To ensure that all team members understand fully the client's support plans and risk assessments.
- l. To carry out any other duties which may be reasonably required.

3.3 To ensure professional service maintained

- a. Maintain the strictest standards of confidentiality in accordance with the standards of the Outreach service and the policies of the service and within the requirements of effective risk management.
- b. To manage own caseload and work autonomously within professional guidelines and SignHealth policies.
- c. To maintain the highest professional standards of practice by undertaking regular professional supervision and appraisal.
- d. To maintain the highest standards of record keeping, report writing in accordance with SignHealth policies and procedures.

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- e. To work within defined areas, travelling as required as required to provide a locally accessible service, necessitating the means to transport yourself to other locations.
- g. To be conscious of equality and diversity and to treat all clients with respect and dignity.
- h. To ensure that all details are reviewed regularly.

3.4 To ensure efficient operation of office

- a. To arrange and book interpreters if required.
- b. To effectively communicate information to the Outreach Manager and team members by making sure accurate information and all appointments are written in the diary, the communication book and information is recorded in client's files.

3.5 To help make sure the work place is right for effective working

- a. By complying with safety instructions/policies laid down, using in a proper and safe manner, the equipment and facilities provided.
- b. By reporting as soon as practical all hazards and defects or any accidents and untoward occurrences to a manager ensuring the appropriate procedures are followed.
- c. Assist in the implementation of arrangements and in maintaining a standard of safety in accordance with the Health and Safety at Work Act.

4. Supervision, Training and Development

- a. To have supervision meetings with the Outreach Manager.
- b. To attend training sessions when appropriate.
- c. It is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

Outreach Worker

Person Specification

The skills and knowledge required of an Outreach Worker in SignHealth.

- Can work with people with mental health problems and complex needs
- Demonstrates good interpersonal skills
- Demonstrates good communication and written skills
- Demonstrates good organisational skills
- Can use British Sign Language (training will be given)

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- Understands responsibilities and boundaries
- Able to support clients in all areas including monitoring medication
- Able to understand and create support plans
- Understands the importance of risk assessments
- Demonstrates an ability to work within SignHealth's policies and procedures
- Able to develop and maintain best practice principles within social care.
- Able to undertake successfully NVQ or equivalent social care training
- Understands the importance of confidentiality
- Is cheerful and outgoing
- Is patient and thoughtful
- Uses initiative and can work unsupervised under pressure
- Able to work flexibly; this may include weekends and bank holiday's

HOW TO APPLY

We hope that the information provided has enabled you to make an informed decision about your application. Before you apply, please ensure you have read the job description and person specification in detail.

Applications should comprise a CV, including details of two referees. Please also provide a supporting statement (no more than two sides of A4) outlining the reasons behind your application. This should respond closely to the person specification, showing how you meet the requirements of the role.

Our diversity monitoring form (available on request) should also be completed and returned.

We positively welcome applications from deaf people and disabled people.

All documents should be emailed to: Ken Sanders at ksanders@signhealth.org.uk
Please include your name in the subject field.

Timetable

Closing Date: 25th November 2021
Interview Date: 30th November 2021

Contact

If you would like to arrange an informal discussion about the role or the process, please contact Ken Sanders at ksanders@signhealth.org.uk
