



# Freelance worker Outdoor Engagement Let's Go project

Let's Go Outside and Learn CIC aims to connect local communities living in urban and built-up environments to their natural environment and green spaces. We work with people of all ages to achieve multiple outcomes including improved health and wellbeing, stronger communities and increased environmental awareness. Projects target underrepresented groups and people at risk of isolation and work in partnership with other organisations to enrich the work that we do.

We currently require a project officer for Let's Go an innovative project in partnership with Hounslow's Integrated Care team designed to encourage people recently discharged from hospital, people at risk of falling and people with dementia to spend time outside and in parks and open spaces. The post holders will work closely and in partnership with a small team as well as other organisations and stakeholders.

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| Freelance role title:                           | Freelance Project Support Worker<br>Let's Go, Hounslow                                                                                |
| LGOAL project lead:                             | Frances Bennett, Director                                                                                                             |
| Type of Contract:                               | Freelance. Initially 12 months with a 3 & 6-monthly review.                                                                           |
| Location:                                       | Mixture of homeworking and site-based work across Hounslow<br>Car driver with vehicle access preferred due to the nature of the work. |
| Number of hours / week                          | To a maximum of 21 hours/week                                                                                                         |
| Freelance rate:                                 | Negotiable, within range of £20-£25/hour                                                                                              |
| Additional costs paid as agreed with directors: | Travel to enable project delivery<br>Training to enable project delivery                                                              |

## Roles & responsibilities

### 1. Overall responsibility

To work closely with the project teams in the development and delivery of the 2-year project which aims to give people confidence to go outside and by linking them to other people who enjoy spending time in parks to support their health and wellbeing.

- Provide personalised client-centred support for clients referred to them.
- To work as a key part of the project team to provide a service that will support patients to build confidence leave their home and socialise.
- To work collaboratively with diverse partners to achieve the project goals.
- To work with a diverse range of people and communities and support them to receive appropriate support.
- To build trust and respect with clients, providing non-judgemental and non-discriminatory support, respecting diversity and lifestyle choices.

## 2. Personalised support for clients

The post holder will:

- Take referrals from members of the multi-disciplinary team.
- Work with individuals to co-produce a simple personalised client centred plan for 6-8 sessions.
- Provide personalised support to individuals to deliver a programme of up to a maximum of 8 sessions/ client with the aim of encouraging confidence and socialising in recently discharged patients.
- Work with clients for up to 8 sessions initially by contacting them via a phone call to offer one-to-one support through meetings close to their home or in parks and open spaces. The meetings will offer a nature-based session recorded in a project diary.
- Meet patients on a one-to-one basis outside their homes within agreed policies and procedures.
- To refer clients to other appropriate activities to build confidence, socialise and encourage engagement with nature.
- Seek advice and support from the wider team to discuss patient-related issues referring the patient to suitable health professional if required.
- Where appropriate, refer the patient back to health professionals/agencies, when the person's needs are beyond the scope of the team.
- Support the project team to develop and maintain positive contact with project clients and stakeholders.

## 3. Group activities in parks

- Contribute to the delivery of a programme of weekly group community focused events in parks and greenspaces across Hounslow.
- Work with the wider team to attend occasional sessions in the borough to deliver an activity to a larger group of clients who have completed the 6-8 sessions.
- These sessions will offer access nature in a group setting.
- To encourage continuing engagement with the project or to signpost clients to other activities as appropriate.

## Partnership working

The post holder will:

- Build collaborative relationships across the team and with NHS teams to ensure that there is partnership working.
- Manage and prioritise a caseload with other team members, in accordance with the needs and priorities of clients who are referred to the service.
- Work with team members to plan and deliver an engagement strategy, setting targets identifying, and managing barriers to engagement.
- Develop other communication opportunities and processes as required.
- Signpost clients to appropriate activities held in the borough. This will require an understanding of opportunities available and networking with other voluntary sector organisations.

## 4. Project administration

The postholder will:

- Work with the team to develop and maintain appropriate records to keep track of progress of project data.
- Attend of project team meetings as appropriate and report on project progress.

- Support the project team in collating any data, feedback and evaluation from participants to influence and guide project delivery within the project and passing to the NHS teams as appropriate.
- Coordinate the compilation of project related documents and reports and other outputs as required
- Contribute to a spreadsheet of organisations who provide activities within the borough that team members can refer clients to. Ensure that information contributed is accurate and current.
- Be administratively self-servicing.
- Work independently and as part of a wider team.
- Seek regular feedback about the quality of service from patients and the impact of the project.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion and health and safety

## 5. Encouraging volunteering

The post holder will:

- Work with the project team to develop a pool of volunteers who can work with the project.
- Encourage people who have connected through the project to become volunteers and to support others to build their skills and confidence strengthening community resilience.

## 6. Data Capture

The postholder will:

- Work sensitively with clients and carers to capture key information, enabling tracking of the impact of the project.
- Encourage clients and carers to provide feedback and to share their stories about the impact.
- Support the team making the referral to provide appropriate information about the person they are referring. Provide appropriate feedback once the 6/8 sessions have ended.
- Work closely within the whole team to ensure that the data protection legislation and data sharing agreements are adhered to and the policy and procedure are followed.

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| 7. Person Specification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                         |
| 7.1 Education & qualifications                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                         |
| <ul style="list-style-type: none"> <li>• Qualification or solid background and experience in managing community cohesion projects or similar</li> <li>• Driving licence<br/>3 A levels or equivalent e.g. BTEC or NVQ level 3</li> </ul>                                                                                                                                                                                                                                                                                                            | <p>Required</p> <p>Advantageous</p> <p>Advantageous</p> |
| 7.2 Specialist knowledge, skills & experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                         |
| <ul style="list-style-type: none"> <li>• Demonstrable and significant experience and expertise in community engagement and outreach work for community-based projects</li> <li>• Listening skills and to talk about the interests of the clients.</li> <li>• A passion for and knowledge of the natural environment and wildlife and an ability to communicate that passion to others.</li> <li>• An understanding of diverse communities and the barriers that they face.</li> <li>• Ability to work collaboratively as part of a team.</li> </ul> | <p>Required</p>                                         |

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| <ul style="list-style-type: none"> <li>• Be organised and meticulous with attention to detail and commitment to high quality project delivery</li> <li>• Be comfortable working in a dynamic environment and across multiple project areas with a range of partners</li> <li>• Have experience of producing written outputs for a variety of audiences.</li> <li>• Be a self-starter with good initiative. Able to work alone and as part of a team for common goals.</li> </ul>                                                                                                                                                                                                                                                                                                            |                                    |
| <b>7.3 Interpersonal &amp; communication skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                    |
| <ul style="list-style-type: none"> <li>• Strong interpersonal skills are vital – we are looking for a team-player with an ability to communicate with clients, across the team, to partners and beyond.</li> <li>• Proven ability to develop effective social networks.</li> <li>• Proven ability to build strong relationships within diverse communities.</li> <li>• Excellent verbal communication skills</li> <li>• Excellent written and presentation skills in English</li> </ul>                                                                                                                                                                                                                                                                                                     | Required                           |
| <b>7.4 Additional skills and experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                    |
| <ul style="list-style-type: none"> <li>• Experience of community engagement in environmental sector</li> <li>• To have a knowledge of green spaces in Hounslow.</li> <li>• Experience of working with volunteers</li> <li>• Knowledge of a community language relevant to the LB Hounslow.</li> <li>• Ability and experience of managing multiple project activities with overlapping timelines and competing priorities</li> <li>• Comfortable working outdoors in all weathers as well as in an office environment</li> <li>• Have basic IT skills to enable the use the systems to administer the project and have a willingness to embrace new technology as it is introduced.</li> <li>• Undertake any other duties that may reasonably fall within the purview of the job.</li> </ul> | Advantageous skills and experience |
| <b>8 Additional requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                    |
| <ul style="list-style-type: none"> <li>• All applicants are legally required to demonstrate the right to work/permission to work in the UK.</li> <li>• As we are committed to safeguarding and promoting the welfare of those who work with and for the organisation, volunteers and all project participants the role is subject to DBS checks.</li> <li>• A car driver with access to a car is preferable due to the nature of the work.</li> </ul>                                                                                                                                                                                                                                                                                                                                       |                                    |

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| <b>9 Terms and Conditions</b>                                                                                                                                                                                                                                                                                                                                               |  |
| <ul style="list-style-type: none"> <li>• Working patterns and hours are flexible but require the agreement of directors.</li> <li>• This is a freelance role initially for a period of 6 months when the role will be reviewed.</li> <li>• This role is subject to an organisational contract.</li> <li>• The role is subject to 4 weeks' notice on either side.</li> </ul> |  |