

Job Description: Intensive Outreach Case Worker (Community Focused Role)

Reporting to: Head of Community Engagement

Salary: £28,860 per annum (Actual - £17,316 pro rata)

Hours of work: 22.5 hours per week (may include evening or weekend work)

Job summary

LDN London (Learning Disability Network London) is an award-winning charity with over 60 years' experience supporting people with learning disabilities in London.

As an Intensive Outreach Case Worker, you will work to empower people with learning disabilities to live independently and thrive within their community. You will focus on enabling people with learning disabilities to engage meaningfully with their communities and build practical life skills through this short-term intensive support engagement.

Main responsibilities

You will manage a case load of people with learning disabilities and/or autistic adults who require intensive support to achieve their identified needs. You work to support people with their social, advisory, employment and cultural needs.

You will support people to complete an Outcome Star to set goals, track progress, and empower individuals to identify their needs. This will help plan the activities to empower people with learning disabilities to live independently and thrive within their community. This will include case management, person centred support and planning, practical community support and record keeping. At the end of support, you will use Outcome Start to identify any further areas where support may be required from other services.

You will provide practical goal-oriented support in the community, such as assisting with travel training, accessing local services, exploring opportunities for learning, employment and social engagement. Examples of support:

- Attending and support managing appointments/activities.
- Complete application forms.
- Guidance in organizing living space or building daily living skills to enhance independence.
- Active signposting for events/ activities (researching new activities and supporting attendance).
- Work shadowing.

- Referrals including safeguarding, advocacy, citizens advice, police etc.
- Sign up and use of independence apps e.g. Autonomie, Brain in Hand, 99p fitness.
- Applications for work, study and volunteering placements
- Budgeting activities and supporting creating routines and increasing confidence
- Benefits and debt review, budgeting planning and banking support.
- Engagement with peer networks e.g. sports centres, cultural, faith networks, dating opportunities.

You will use Charity Log, a Client Relation Management Database, to record and track progress.

You will promote the service to increase referrals, to new and existing stakeholders, at events and networking opportunities. For example, you will be doing outreach activities and visits to community organisations to give out leaflets and advertise our service.

Waiting lists will need to be managed with regular communication about capacity and timescale for placement.

When individual caseloads are light, you will contribute to group-based community activities, ensuring all sessions align with the program's goal of community engagement.

You will need to liaise with the referrer throughout the period you are supporting the person they have referred.

You will deliver flexibly, with assessment and review sessions held at a location convenient for the person.

You will contribute to report writing aimed at increasing funding by maintaining information on satisfaction levels, impact statements, case studies, and other feedback.

Your professional development will include that you:

- engaging constructively with induction, probation, supervision, and appraisals
- attend and complete training as required in a timely manner.

This is not a supported-living or residential-based role. It is entirely community focused, involving outreach work in diverse and dynamic settings. You will work in a shared desk environment across multiple locations and will be equipped with portable technology (laptop and mobile phone) to support agile working. Please note this is not a work-from-home role.

Case Study: Supporting Employment and Community Inclusion (Below is an example of the type of work the Outreach Case Worker will be doing)

I supported a young autistic adult, John, who wanted to pursue employment in hospitality but lacked confidence in job applications and social engagement. Using a person-centred approach and the Outcome Star framework, we identified goals around employment and confidence building, as well as increasing community participation.

Support offered included reviewing employment opportunities, assisting with job applications, developing tailored application guidance, and exploring social activities that matched his interests. I also worked collaboratively with his work coach and social worker to better understand barriers affecting his engagement.

Through this support, John was successfully connected to an inclusive football programme for autistic people and those with additional needs, enabling him to re-engage with a hobby he enjoys while building confidence and social connections. We also completed a CV review and explored realistic employment pathways aligned with his skills and interests.

This case demonstrates the value of person-centred, strengths-based support, multidisciplinary partnership working, and community engagement in helping individuals overcome barriers, build confidence, and move towards greater independence.

Selection criteria

Criteria	Essential	Desirable
Education	1. Evidence of continuing professional development within social care roles including	
Knowledge	2. Demonstrated an understanding of best practice approaches to supporting people with learning disabilities and/or autism, including person centred planning, promoting independence and safeguarding.	
Experience	3. Experience in supporting adults with learning disabilities to build skills and confidence in community settings	Experience of being a case worker and using strengths based goal setting with clients
Skills	4. Using a computer to log information including knowledge of MS Word, Outlook, Excel as well as other databases. 5. Using relevant mobile applications (APPS) for recording information 6. Dealing with emergency situations	Being a first aider and giving first aid as required
Other role requirements	7. Understanding and commitment to our values 8. Flexibility in working hours which reflect workforce working patterns 9. Undertaking any other job tasks not detailed above at the request of a manager 10. Willingness and ability to work in community-based settings including face to face outreach and local networking.	