**Borough Drug and Alcohol Outreach Lead**

**Reset outreach & referral Service Manager**

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| **Job title:** Reset outreach & referral Service Manager | **Team:** Reset Outreach & Referral Service |
| **Accountable to** Head of Advice And Support | **Line managing:** 2Referral Advisers, 1 NeX Coordinator; with the potential for the team to expand |
| **Salary:** £31,00  **Pension**: following successful completion of 6 month probationary period (5% employer contribution conditional on min. 3% employee contribution) | **Hours:** 35 hrs a week |
| **Disclosure:** Enhanced | **Contract:** Permanent |

**Tackling the root causes of homelessness in East London**

For homeless people, or those at risk of homelessness, finding employment and housing opportunities can feel like an uphill battle, even more so if they’re affected by physical, mental health or substance misuse issues. Providence Row works with more than a thousand homeless and vulnerably housed people a year in East London, offering an integrated service of crisis support, advice, substance use & alcohol support and employment and training advice. Our aim is to ensure that people who are so often excluded from mainstream services gain the support and opportunities they need to create a safe, healthy and sustainable life away from the streets. Central to our work are our core values of Compassion, Respect, Inclusiveness, Empowerment and Justice. These inform the content, style and delivery of all our services.

**Reset Outreach and Referral Service**

Providence Row holds the Reset Outreach & Referral Service contract. Having successfully delivered the contract for 3 years Providence Row is now building on its success with engagement and minimising harms through outreach work in the vibrant yet complex Borough of Tower Hamlets.

The Service is based at the central hub delivered by Providence Row and is commissioned by Tower Hamlets Drug and Alcohol Action Team (DAAT). The service works seamlessly with Reset Treatment and Reset Recovery Support Services providing residents of Tower Hamlets with the drug and alcohol support they need**.**

The Reset Outreach team includes a needle exchange provision and onsite support at the hub. The team works alongside other Outreach provisions within the Borough and partnership work is key.

The service is delivered through a “strengths based” approach. This means that all staff involved in the delivery of the service must work with, rather than for clients to address their situation. The service will engage clients in the development, delivery and evaluation of the work, working with a team of peer mentors with lived experience of substance misuse.

**The ideal candidate**

You will be passionate and have experience working with people actively using drugs and alcohol and be understanding of their circumstance. You will have the drive to work with some of the most vulnerable and excluded people living in Tower Hamlets.

You will be an excellent communicator, able to coordinate partnership working and create positive working relationships with a wide range of people & communities. You are creative, innovative and well organised.

You will have experience managing a small team, an understanding of outreach work and report writing.

**Key Responsibilities of Reset Outreach & Referral Service Manager**

**Service Delivery**

* Manage the staff rota, ensuring outreach shifts, satellites, duty system and Needle Exchange are run efficiently and effectively
* Provide case support to staff and in particular complex cases and ensure the Team adheres to Providence Rows policies
* Provide harm minimisation and information about health issues associated with substance misuse, including access to blood born virus testing and sexual health services.
* Ensure all aspects of the service are delivered in a person centred and strength based way
* Deliver briefing sessions to a range of audiences, particularly focusing on the Reset Outreach & Referral provision
* Deliver training as outlined in the partnership training plan both externally and internally
* Support the implementation of a trauma informed approach of volunteer counsellors into the service

**Service Development**

* Work alongside the Head of Advice & Support Services in developing and implementing team plans
* Develop and Maintain the community satellites
* Ensure group activities at the central hub and satellite are of good quality and accessible to our target client audience
* Assist the team to effectively work alongside and promote Reset services to hidden populations including the following communities; Women, Families, LGBTQ, Bangladeshi, Somali and other BME groups
* Work alongside the Volunteer Manager to support and recruit volunteers and Peers to support community engagement

**Supervision**

* Provide line management and supervision to 3 members of staff (there is potential for the service to expand)
* Ensure frontline staff complete all necessary training to ensure they can carry out their duties to a high standard and safely

**Partnership**

* Working alongside the Head of Advice & Support Services to manage existing partnerships and build and develop new partnerships
* Build on and develop partnerships with specialist services working with specific cohorts including the LGBTQI community, Chemsex and steroid users.
* Work closely with other Providence Row services to ensure the best possible integrated service to clients and to support the teams KPIs.
* Deliver networking events for a wide range of agencies and service users

**Monitoring and evaluation**

* Ensure the team accurately record relevant information efficiently and timely
* Work alongside the Data Manager and the Head of Advice & Support Services to collate and deliver monitoring and evaluation reports of the service
* Work with the service to deliver against KPI’s
* Work to all relevant policies and procedures associated with the safe and effective delivery of the Outreach & Referral Service

**Other Duties**

* Assist other Senior Workers with shared organisational duties
* Work in accordance with the Charity's values, policies & procedures.

The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.

**Person specification**

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| **Knowledge and Experience** | |
| Experience of working in an Outreach environment including street outreach | Essential |
| Experience of coordinating a team | Essential |
| Experience of line management responsibilities including Volunteers and Peers | Essential |
| Experience of working with vulnerable people with complex needs | Essential |
| Experience of working with individuals who are actively engaged in substance use | Essential |
| Experience of solution focused 1:1 work and use of psycho-social approaches | Essential |
| Knowledge of substance misuse issues and relevant services in the area | Essential |
| Experience of current Children and Adult safeguarding legislation | Essential |
| Good IT skills, including databases to log and manage information and use of mobile and remote technology to communicate | Essential |
| Strong commitment to the importance of monitoring and evaluating all work completed | Essential |
| A good understanding of the local community, cultural diversity and the need to adapt services in order to enable equality of access to services. | Desirable |
| Experience of managing partnership relationships | Desirable |
| Experience of managing team expenditure | Desirable |
| Strong organisational and recording skills | Essential |
| The ability to work with a wide range of people from a diverse community | Essential |
| The ability to work in partnership, including compromise and collaboration | Essential |
| Able to work unsociable hours such as early mornings and late evenings | Essential |
| Flexible and with a “can do” attitude | Essential |
| Able to work to the Providence Row core values | Essential |