

**Reset Outreach & Referral Service -**

**In-Reach & Community Engagement Worker**

April 2021

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| **Job title:**  RESET Outreach and Referral Service In-reach Worker | **Team:**  RESET Outreach and Referral Service |
| **Accountable to:** RESET Outreach & Referral Service Manager | **Line managing:** None |
| **Salary:** £27,000 per annum pro rata  **Pension**: Automatic enrolment into the People’s Pension scheme after 3 months | **Hours:** 35 hours per week, including some evening/weekend/early morning work. |
| **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 1600 homeless and vulnerably housed people a year in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes. 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**

The In-reach Worker role sits within the Reset Outreach & Referral Service, which is based at the central hub, delivered by Providence Row. The service is commissioned by Tower Hamlets Drug and Alcohol Action Team (DAAT) to work seamlessly with Reset Treatment and Recovery Support Services in providing residents of Tower Hamlets with the drug and alcohol support they need**.**

The In-reach Service works with clients through using a strengths-based, client-centred approach. The service involves building relationships with community centres and points of interest where people who might have problematic relationships with various drugs or alcohol can be found and where ongoing relationships can be built. This service is a vital first point of access to support and engage potential service users to address their needs.

We are looking for an enthusiastic person who is keen to play a crucial role in engaging the people we work with to access services that will help them achieve wellness, through providing harm reduction interventions as well as referrals to treatment, as appropriate to each individual’s situation.

**The ideal candidate**

Passionate about providing quality support to some of the most vulnerable and excluded people in East London, you will have the drive and ambition to support your team to make positive lasting changes in people’s lives.

You have considerable experience of substance misuse working in a fast-paced environment dealing with the resulting client needs. This experience can be paid of volunteer and lived experience of accessing these services is also valued. You should have expertise in engaging people through a low threshold service and a strong understanding of how other factors such as language barriers and cultural norms surrounding substance use can impact a person’s access to services. You will live out Providence Row’s values in your approach to your work, as well as abide by the principles of harm reduction as specified by the organization Harm Reduction International (HRI).

You are an excellent communicator and can create positive working relationships with a wide range of people. You are active, able to work independently and as part of a team and experienced in dynamic risk assessment. You are creative, innovative, driven and well organised.

**The Role**

The role will involve;

1. Delivering a range of in-reach support to individuals with problematic drug or alcohol use.
2. Providing support to encourage people from hard-to-reach groups to access the needle exchange and treatment services, as desired.
3. Providing targeted harm reduction advice and information to individuals around the risks associated with their specific substance use and supporting people to improve their health and wellbeing.
4. Signposting to other support services where an individual with problematic drug and/or alcohol use can receive support for matters outside of their drug and alcohol use, as appropriate.
5. Promoting the full range of support available for varying levels of drug and alcohol use.
6. As needed, accompanying other Reset Outreach and Referral Service workers on outreach and in-reach in order to better understand the local environment as well as build rapport with clients.
7. As needed, serving in the needle exchange rota in order to better understand the service as well as build rapport with clients.

**Key Responsibilities:**

**Client support**

* Provide harm reduction advice and information to clients about their substance use and work with this resistance through motivational interviewing techniques.
* Provide information and advice on treatment and support services within the borough, including signposting clients to a wider network of support services.
* Provide support to clients willing to address their alcohol and substance use through 1:1 support, group facilitation and presentations.
* Provide varied support to clients to facilitate engagement using a strengths-based, client-centred approach.

**Promotion of Reset services**

* Participate in the Needle Exchange rota, using the service as an engagement tool and to build rapport.
* Encourage clients not currently interested in treatment to use the low threshold services provided at the central hub to maintain engagement.
* Actively promote the services offered at the central hub to a wide range of organisations to encourage referrals into the service and to highlight people of concern to the service.
* Participate in the production of the Referral Service promotional materials.
* Take on networking responsibilities to ensure the service is well informed, up to date, and promoted.

**Partnership**

* Work collaboratively with Reset Treatment & Recovery Support as well as all other external partnerships.
* To work closely with outreach and floating support services to ensure a joined-up approach to progression into sustained recovery.
* Participate in the team rota to deliver the service to a high standard.
* Develop partnership work with other agencies and communities across the borough to better identify signs of substance and/or alcohol use and specialised resources for people who use substances and/or alcohol in those spaces.
* Deliver 1:1 support, group work and training to other professionals.
* Act as a first point of contact for relevant agencies and organisations who provide specialist support to communities; Women, LGBTQ, Faith groups, BME groups, and particularly those most represented in LBTH – Bangladeshi and Somali, Families, Young Adults.
* Actively seek out and forge links with agencies and communities with a view to expanding networks and exploring partnership working.

**Admin and Other Duties**

* Record all client contact, service delivery and outcomes based on the contracts KPI’s, to a high standard, using the central hub’s internal database, Inform (Salesforce).
* Complete paperwork such as shift reports, assessments, and referrals.
* Provide summary reports to the Borough Drug and Alcohol Outreach Lead on performance and outcomes to be provided to the commissioners.
* Ensure all work carried out is in line with all policies and procedures relevant to the role.
* Support and promote service user involvement to enhance service delivery, and provide support to the Peer Mentor/Volunteer Manager.
* Participate in the production and implementation of the Referral Service Team Plan and resulting personal objectives.
* Take on occasional tasks as agreed with the Reset Outreach & Referral Manager
* Work in accordance with the Charity's values, policies & procedures.
* Work in accordance with the principles of Harm Reduction, as published by Harm Reduction International (HRI).

**Person specification**

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| **Knowledge and Experience** | |
| Experience of working in an Outreach or In-reach environment, such as conducting street outreach or community centre in-reach | Essential |
| Experience of working with vulnerable people with complex needs | Essential |
| Experience of current Children and Adult safeguarding legislation | 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 |
| 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 |
| Experience of running group work and training for clients and professionals | Desirable |
| Experience of engaging clients in designing, delivering and evaluating services | Desirable |
| 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 volunteers including those with low or no support needs and volunteers with lived experience of substance misuse. | Desirable |
| **Attributes** | |
| 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 |