**Reset Rough Sleeping Navigator – Maternity Cover**

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| **Job title:** Reset Outreach & Referral Rough Sleeper Navigator  | **Team:** RESET Outreach and Referral Service |
| **Accountable to:** Reset Outreach & Referral Service Manager | **Line managing:** None |
| **Salary:** £27,000**Pension**: following successful completion of 6 month probationary period (5% employer contribution conditional on min. 3% employee contribution) | **Hours:** 35 hours per week, including some evening/weekend/early morning work. |
| **Disclosure:** Enhanced | **Contract:** 12 month fixed-term contract |

**RESET Outreach and Referral Service**

The Community Support Worker role sits within the Reset Outreach & Referral Service (RORS), which is based at 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 Outreach & Referral Service includes a needle exchange provision and community support workers which focus on supporting other key communities in Tower Hamlets. The team works alongside various outreach provisions within the borough as partnership work is key to achieving positive outcomes for our clients.

This role is an exciting new addition to the current service and is aimed at supporting those with a history of rough sleeping in Tower Hamlets to engage with substance misuse and harm reduction services. You will work alongside housing agencies in order to ensure that a continuity of care and substance misuse treatment are maintained throughout the clients housing journey, increasing sustainment of accommodation.

The Reset Rough Sleeping Navigator will work with a caseload of clients who have a history of rough sleeping, problematic substance and/or alcohol misuse, past or current trauma, and have experienced difficulties sustaining accommodation.

We expect to see an increase in the uptake of the treatment offer from those who are rough sleeping. This role will provide outreach that will enable an individual to access support at their point of need in a more holistic manner.

**The ideal candidate**

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

You will have considerable experience of working with people who are actively using drugs and/or alcohol and be understanding of their circumstances. This experience can be personal or professional and can include non-paid professional experiences such as from relevant job training, internship, or volunteer programs.

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 assessments. You are creative, innovative, driven and well organised.

**The Role**

The role will involve:

1. Delivering a range of outreach support to rough sleepers and those in temporary accommodation who experience problematic drug and/or alcohol use.
2. Providing support to encourage people from hard-to-reach groups and hidden populations into treatment services, including creatively supporting those who are not willing or able to access structured treatment interventions so that they are comfortable with accessing future treatment as it becomes appropriate to their circumstances.
3. Providing targeted harm reduction advice and information to individuals around the risks associated with drug or alcohol use and supporting people to improve their health and wellbeing.
4. Signposting individuals to other support services inclusive of substance use, based on individual need.
5. Providing outreach on the street and in reach into London Borough of Tower Hamlets (LBTH) Hostels, Housing First Placements and temporary accommodation to deliver awareness and training around substance and alcohol use, harm reduction and promote Reset services including to all clients with no recourse to public funds (NRPF).

**Key Responsibilities:**

**Client support**

* Provide harm reduction advice and support to rough sleepers and those who have experienced homelessness who are not interested in addressing their substance/alcohol use through structured treatment services.
* Provide information and advice on treatment and recovery services within the borough, including signposting clients to a wider network of services, and where appropriate advocating on their behalf.
* Enable more individuals to successfully start, engage with and end treatment, either through community-based treatment or inpatient and residential treatment options. The enhanced pathway which this role is a part of is designed to provide holistic support and intervention at the point and place of need.
* Assist rough sleepers and the homeless community to engage with Primary Care Services, including registering with a GP to allow support for physical health needs and continuity of care with treatment services.
* Increase the total number of people accessing structured treatment & recovery through a bespoke pathway for rough sleepers as well as sustain treatment for these individuals, reduce their risks, and support bespoke planned treatment exits or transitions into community-based services (continuity of care).
* Provide support to clients interested in changing their alcohol and substance use through 1:1 support and referrals into treatment & recovery services.
* Provide varied support to clients to facilitate engagement using a strengths-based, client-centered 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.
* To work closely with Primary Care Services to ensure continual client engagement
* 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 team, conducting street outreach  | 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 |