Rough Sleepers Outreach Support Worker

Community Based Drug and Alcohol Service

Job Description

Job Identification	
Job Title	Outreach Support Worker
Reports To	Team Leader - Outreach Team
Location	Stoke-on-Trent
Hours	37.5 hours per week
Salary	£19,238 - £21,751

Job Purpose

As part of the wider CDAS service the Rough Sleepers Outreach Services Team will integrate further with the wider health and care pathway to successfully engage with people, sustain that engagement and improve outcomes of those who are/at risk of rough sleeping including supporting people to access and maintain stable accommodation.

Working alongside the City Council commissioned Rough Sleepers Outreach service and facilitate access to the Rough Sleepers Hope Street Café and homeless hubs in Tunstall and Hanley this outreach post will provide access to wrap around support by:

- Being outreach based
- Providing flexible intensive support bespoke to individual service user needs
- Providing a responsive approach to support people to stabilize in treatment and progress to recovery.
- Providing support to secure accommodation in liaison with the City Council's Housing Support Solutions Service
- Working in a strengths- based, outcome focused approach to promote Service Users and Communities to take responsibility for health, wellbeing and recovery.

Main Duties and Responsibilities

Service Delivery

1 Make contact with people who are sleeping rough ensuring that they are informed of their recovery options and involve them in decision and consent to motivate them to take opportunities to achieve sustained recovery.

3. Undertake accurate and comprehensive assessments of need, identifying levels of risk and implementing ways of managing risks with clients

4. Co -produce, monitor and review Service Users goals plans and motivate them to complete realistic actions to achieve long term recovery goals.

5. Deliver activities and interventions which may be alongside peers and volunteer, in various outreach settings

Main Duties and Responsibilities
5 Identify and facilitate access to community resources to support recovery within the community. 6 Build and develop clients personal strengths, social networks and recovery capital 7 Work closely with the Clinical Team and where appropriate, prepare for detoxification by delivering wrap around support and providing an aftercare plan and relapse prevention. 8 Effectively and proactively signpost Service Users into a range of health and social care services that support their recovery. 9 Electronically record comprehensive and accurate documentation and case-notes to a high standard and within required time frames 10 Work collaboratively and proactively with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of recovery goals and positive outcomes for each individual client 11 Work collaboratively and proactively with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of recovery goals and positive outcomes for each individual Service User. 12 Support information sharing and shared processes between the wider Stoke-on-Trent Rough Sleepers Outreach and Community Drug and Alcohol Team to affect a safe, seamless and successful recovery journey. **Service Development** 1 Develop productive working relationships with external agencies and professionals, to ensure that Service Users have access to a wide range of recovery and community resources. 2 To provide clients with on-going opportunities to provide feedback, consult on service development, working jointly to develop and deliver services, as appropriate, under the direction of management. **Performance and Personal Management** 1 Work flexibly to provide adequate cover across all service hours for all aspects of the service. 2 Work alongside and provide support and supervision to volunteers and peer mentors as required 3 Work within, and contribute positively to, an appropriate culture of established values and expectations, embracing and implementing change. 4 Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress. 5 Actively engage in opportunities for learning and development at an individual and team level. 6 Comply with operational management systems of supervision, objectives, appraisal and induction. 7 Develop competencies to effectively deliver a range of interventions required, undertaking training matched to the role as required 8 Comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and service user information, including identifying areas of non-engagement. 9 Adhere to the implementation of risk management procedures (including child and adult safeguarding protocols) taking personal responsibility for keeping up to date on the requirements of these procedures. 10 Take accountability for maintaining Service User confidentiality and adherence to the Data Protection protocols and related policies and procedures

General Duties	
1	To take responsibility for reading, understanding and complying with all published BAC O'Connor policies and procedures, at the start of employment and following revisions or updates.
2	This role includes flexible working on a planned, routine basis in line with community need as established by contract requirements e.g. services for those in work or parenting commitments, times of vulnerability e.g. holiday periods and as required to support those in early recovery.
3	To carry out responsibilities with clear regard to BAC O'Connor Equal Opportunities, Health and Safety, and other relevant employee focused policies and procedures.

Stoke-on-Trent Community Drug and Alcohol Service is partnership between BAC O'Connor, Addaction, Combined Healthcare Trust and Stoke-on-Trent City Council. This role is employed directly by BAC O'Connor.

Person Specification All criteria are essential unless otherwise indicated					
	No	**Criteria**	**Assessed Through**		
			Application	**Group Exercise**	**Interview**
Experience and Specialist Knowledge	**1**	Sound working knowledge of the models of recovery within substance misuse services in practice	✓	✓	✓
	2	Knowledge and understanding of harm reduction, and how this relates to substance misuse	✓	✓	✓
	3	Understanding of the cause and effects of substance use on clients, families and the community.	✓	✓	✓
	4	Supporting clients on a 1:1 basis and in a group setting	✓		✓
	5	Working in partnership with other agencies to achieve the best outcome for the client and the "wrap-around" services in the local area.	✓		✓
	6	An understanding of the needs of homeless people in particular rough sleepers			
	7	Supporting service users in centre or community based settings working with Multi-Disciplinary Teams	✓	✓	
	8	Completing assessment of needs, support planning, implementing & evaluating holistic person centred risk / aftercare plans to a high standard.	✓	✓	✓
	9	Accurately recording evidence and information / data for individual and organisational use	✓		✓
	10	A comprehensive understanding of safeguarding issues in relation to rough sleepers and experience of following safeguarding policies and procedures	✓	✓	✓
	11	Understanding of Data Protection and how this may influence practice.	✓		✓
	12	Knowledge of relevant legislation and local authority practice in relation to homelessness/rough sleeping with a specific focus on the homelessness reduction act			
Skills and Abilities	**1**	A proven track record of engaging positively with vulnerable people and people entering crisis	✓	✓	
	2	Ability to motivate, challenge and empower individuals to achieve meaningful and sustainable recovery goals.	✓	✓	
	3	Ability to problem solve using both your own initiative and as part of a team.	✓	✓	✓
	4	Good standard of IT skills including Outlook, Word, Excel, Customer Management Systems and multiple social media systems.	✓	✓	

	No	Criteria	Assessed Through		
			Application	Group Exercise	Interview
	5	Understanding of professional boundaries and how to maintain them, seeking support as needed.	✓	✓	✓
	6	Ability to challenge service users and be able to effectively negotiate realistic outcomes for an individual	✓	✓	
	7	Ability to utilise reflective practice to develop personal growth, self-awareness and understanding and how this impacts on your practice.	✓		✓
	8	Ability to represent and promote the organisation in a professional manner via a range of mediums	✓	✓	✓
Qualifications and Training	9	Literacy and numeracy skills to GCSE Level or equivalent	✓	✓	
	10	NVQ 3 or equivalent or willingness to work towards similar	✓		
	11	Personal development and training throughout your career history (including voluntary experience) relevant to Health & Social Care Sector	✓		
	12	Full driving licence, access to a vehicle and willingness to drive as part of the role within the Staffordshire area.	✓		