

JOB DESCRIPTION

Job title	Severe and Multiple Disadvantaged Outreach Worker
Department	Substance Misuse
Reports to	Senior Recovery Worker or Team Leader
Grade	Grade 3

Job purpose	<p>To assist in delivering TP's strategy for access to treatment through outreach work and liaison with all partner providers in Medway. This post will look at working anti-social hours in order to provide an out of hours service to all service users.</p> <p>The purpose of this role to work immediately with service users with DRUG misuse issues.</p> <ul style="list-style-type: none"> • To provide assessments to individuals that may be hard to reach or have issues getting into the service for treatment provision. • To provide custody liaison with already existing service to improve outcomes for people retained in custody for shorter or immediate offences. • To support and provide provision for prison pick ups • To work closely with probation services for access to treatment and appointment attendance. • To provide outreach interventions in late night establishments, soup kitchens, shelters and Dukes house. • To provide a joined up approach to hospital discharges and continuity of care. • To support the development of housing pathways, protocols and partnerships • To support the development of a peer support network and actively work with people with lived/living experience to deliver harm reduction interventions. • There is an expectation that the post holder will work alongside other agencies providing a similar outreach function to deliver a holistic service and reduce duplication.
Key accountabilities	<p>Work flexibly in a variety of settings to create support plans that meet the needs of the service and service users including:</p> <ul style="list-style-type: none"> • Developing strength-based support plans with individuals that are; comprehensive, person-centred and individualised based on a clear assessment of that individual's needs and circumstances. • Involving individuals, partner agencies and their family/advocates in the planning of the individual's care. <p>Completing accurate, person-centred, and individualised risk assessments.</p> <p>Deliver excellent person-centred interventions with individuals for whom we provide support within the Service in accordance with agreed support plans by;-</p> <ul style="list-style-type: none"> • Undertaking regular assessment and support planning sessions until individual is embedded in service. • Regularly reviewing and, where required, updating comprehensive assessment and risk assessments in the community.

	<ul style="list-style-type: none"> • Providing person-centred services that reflect the rights, preferences and choices of individuals in an environment that is safe, healthy and maintains the individual's dignity and well-being. • Providing an environment that is free from abuse or neglect, observing agreed safeguarding practices. • Reviewing and monitoring the individual's progress through regular support/recovery plan reviews that ensure continued relevance of interventions. • Engaging in regular 1-2-1 supervision 	
	Ensure that the agreed quality objectives are met by prioritising, planning and organising own workload with reference to caseload plans agreed with your Line Manager.	
	Contribute to effective financial management in own role by carrying out day to day activities and making workplace decisions that reflect an understanding of costs.	
	Contribute to organisational growth and business development plans by being an advocate for Turning Point to service users, their families, stakeholders and other external contacts and partners through delivering on commitments and presenting TP in a positive image.	
	Observe Turning Point's information management strategy by;- <ul style="list-style-type: none"> • Ensuring all data and information relating to own service users is accurate and shared in the appropriate way with key stakeholders. • Inputting outcomes data and other information into corporate systems in accordance with stated policies and procedures. 	
	Carry out day to day tasks in accordance with stated policies, procedures and regulations to assist the service achieve its compliance obligations.	
	Assist the effective flow of information within the team, with managers and external parties by passing on and seeking information required, raising unresolved concerns and taking an active interest in TP's internal communications.	
	Deliver on role performance commitments and seek to maximise own learning and potential, by seeking guidance, support, coaching and training and capitalising on the range of development opportunities provided by Turning Point in accordance with your Skill Profile.	
	Help the service to optimise its performance by making full use of and highlighting/suggesting improvements for the management of IT, facilities and other physical resources that impact on the day to day provision of services to service users.	
	Project the desired image of Turning Point by;- <ul style="list-style-type: none"> • Understanding and promoting TP's values and their application over all Turning Points operations. • Demonstrating our values through your own day to day behaviour. 	
Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.		
Dimensions	Direct reports	None
	Total staff overseen	None
	Internal contacts	Senior Recovery Worker, Locality Managers and Operations Manager. Some contact with managers in other Turning Point services.

	External contacts	Homeless, probation, prison, hospital, housing and associated statutory and third sector services throughout Medway
	Planning horizon	Short term planning of own work in accordance with caseload plans agreed with more senior staff.
	Problems solved	Service user presenting issues with input from senior worker/OM when appropriate. Making independent decisions on service user interactions within agreed policies, processes and procedures. Follow lone working policy
	Financial authority	To deliver role with an understanding of financial constraints.

PERSON SPECIFICATION

Job title	Severe and multiple disadvantaged outreach worker	
Personal effectiveness	Essential <ul style="list-style-type: none"> • Proven verbal and written communications that can be modified to different situations • Collaborative team working skills • Adaptable and resilient to work in a changing and challenging environment • Ability to deliver against agreed goals, targets and outcomes. • Ability to work alone in a community setting • Ability to have flexible working hours • Ability to build relationships with voluntary and charity sectors who provide services and support for those with severe and multiple disadvantages. 	Desirable <ul style="list-style-type: none"> • Coaching skills to support successful outcomes both with service users and colleagues and partner agencies • Able to communicate within a variety of settings
Technical effectiveness	Essential <ul style="list-style-type: none"> • Full UK driving licence and use of own car for work purposes • An understanding of the issues faced by homeless, rough sleeping and socially isolated/vulnerable people with complexities and needs. • Caseload management of a complex nature • The ability to converse at ease with people adapting communication style to suit various abilities. • Able to deliver service user support in a person- centred way in the community for better outcomes for the individual. • Demonstrable skills and knowledge in assessing risk presented by service users to themselves and others • Harm reduction, suicide and self harm awareness • Wide and flexible range of service 	Desirable <ul style="list-style-type: none"> • A working knowledge of housing law and eligibility to receive benefits and services for all members of the community. • A working knowledge of substance misuse services and what is available in the community

	<p>user interventions</p> <ul style="list-style-type: none">• Management of incidents of a violent or aggressive nature• Be able to update and manage patient management systems, updating in the community.• Offer advice and information and well as forms treatment provision in the community.• Demonstrable experience of being able to motivate and engage with service users who are chronically and socially excluded from mainstream society and services.• Ability to be creative and innovative with support options, and propose ideas/suggestions to increase service engagement.	
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