

JOB DESCRIPTION

Job title	Outreach & Engagement Worker
Department	Substance Misuse
Reports to	Outreach Manager
Grade	3

Job purpose	To assist in delivering TP's Substance Misuse strategy by planning and providing high quality, innovative care which reflects our person centred values and the high levels of ambition we have for the recovery of the individuals for whom we provide support.									
Key accountabilities	<p>To deliver the service within an outreach setting across Somerset and in line with the service's Engagement & Prevention strategy with the following key aims:</p> <ol style="list-style-type: none"> (1) To support the service in engaging hard to reach individuals into treatment (2) To deliver preventative messaging to the wider community through forums such as festivals and health fairs (3) To be assigned a work stream lead that will support the development of this service in this area and with this cohort; to undertake duties in relation to this area <p>Examples of work streams included but are not limited to:</p> <table border="1"> <thead> <tr> <th>Work stream lead</th> <th>Additional duties</th> </tr> </thead> <tbody> <tr> <td>Criminal Justice</td> <td> <ul style="list-style-type: none"> • Custody cover • Prison liaison & in-reach • Partnership working with criminal justice agencies with attendance to relevant meetings • Management of ATR & DRR pathways </td> </tr> <tr> <td>Housing</td> <td> <ul style="list-style-type: none"> • Liaison and partnership working with housing agencies including supported accommodation & councils • Individual support for service users regarding debt, accommodation, emergency housing needs & rent arrears • Delivery of on-going tenancy support where required • Management of housing bond scheme • Delivery of drop-ins across the service in relation to debt, accommodation & budget management </td> </tr> <tr> <td>Older Adults & Hospital in-reach</td> <td> <ul style="list-style-type: none"> • Partnership working with key agencies e.g. Age Concern, care & nursing homes, council services • In reach to care/nursing home to support engagement with and delivery of interventions • In reach to hospitals to promote engagement in treatment post discharge </td> </tr> </tbody> </table>		Work stream lead	Additional duties	Criminal Justice	<ul style="list-style-type: none"> • Custody cover • Prison liaison & in-reach • Partnership working with criminal justice agencies with attendance to relevant meetings • Management of ATR & DRR pathways 	Housing	<ul style="list-style-type: none"> • Liaison and partnership working with housing agencies including supported accommodation & councils • Individual support for service users regarding debt, accommodation, emergency housing needs & rent arrears • Delivery of on-going tenancy support where required • Management of housing bond scheme • Delivery of drop-ins across the service in relation to debt, accommodation & budget management 	Older Adults & Hospital in-reach	<ul style="list-style-type: none"> • Partnership working with key agencies e.g. Age Concern, care & nursing homes, council services • In reach to care/nursing home to support engagement with and delivery of interventions • In reach to hospitals to promote engagement in treatment post discharge
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		<ul style="list-style-type: none"> • Support in the development and implementation of age appropriate interventions
	Transition	<ul style="list-style-type: none"> • Partnership working and liaison with Young Person's services • Recovery and transition planning for individuals moving from Young Persons Services to Adult Services • Promotional work to be undertaken in conjunction with Young Person's Services
	Military	<ul style="list-style-type: none"> • Partnership working and liaison with military and veteran services • Development of services specifically to engage serving personnel and veterans • Offer specialist veteran assessment & engagement with veteran support agencies including PTSD support • Delivering of preventative messaging • Engagement with military families and delivering of families/carers support where required
<p>In addition we required you to work flexibly in a variety of settings to create care and support plans that meet the needs of the service and clients in accordance with the recovery agenda, by:-</p> <ul style="list-style-type: none"> ✚ Developing strength-based recovery plans with individuals that are; comprehensive, person-centred and individualised based on a clear assessment of that individual's needs and circumstances. ✚ Involving individuals and their family/advocates in the planning of the individual's care. ✚ Completing accurate, person-centred and individualised risk assessments. ✚ Reflecting the structure and aims of SM's Models of Psychosocial Interventions. 		
<p>Deliver excellent person-centred interventions with individuals for whom we provide support within the Service by:-</p> <ul style="list-style-type: none"> ✚ Providing assessment appointments where required within the area ✚ Regularly reviewing and, where required, updating comprehensive assessment and risk assessments ✚ Providing person-centred care that reflects the rights, preferences and choices of individuals in an environment that is safe, healthy and maintains the individual's dignity and well-being. ✚ Administering prescriptions in accordance with stated policy and procedure and the client's needs. ✚ Providing an environment that is free from abuse or neglect, observing agreed safeguarding practices. ✚ Identifying and promoting appropriate opportunities for individuals to engage with their community. (e.g. Employment, Training and Education, volunteering etc) ✚ Where required, reviewing and monitoring the individual's recovery through regular recovery plan reviews that ensure continued relevance of interventions ✚ Engaging in regular 1-2-1 supervision and clinical team meetings 		

	Ensure that the agreed quality objectives are met by prioritising, planning and organising own workload with reference to caseload plans agreed with your 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 SM's growth and business development plans by being an advocate for Turning Point to clients, 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 clients 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 clients.
	Project the desired image of Turning Point by;- <ul style="list-style-type: none"> ✚ Understanding and promoting TP's values and their application to Substance Misuse. ✚ 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	Outreach Manager Senior Recovery Worker Some contact with managers in own service Fellow Outreach Workers, Recovery Workers and clinical staff
	External contacts	Advocacy services/service user feedback (forums) – discuss ethical issues regarding service users Organisations that particularly relate to your work stream lead
	Planning horizon	Short term planning of own work in accordance with caseload plans agreed with more senior staff.
	Problems solved	Client presenting issues with input from senior worker/team leader when appropriate.

		Making independent decisions on client interactions within agreed policies, processes and procedures.
	Financial authority	To deliver role with an understanding of financial constraints.

PERSON SPECIFICATION

Job title	Substance Misuse Recovery Worker	
Personal effectiveness	Essential	Desirable
	<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. 	<ul style="list-style-type: none"> • Coaching skills to support successful outcomes both with clients and colleagues
Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Substance misuse knowledge (see skills profile) • Evidence that demonstrates DANOS competence • Recovery caseload management of both high volumes and complex nature • Able to deliver client interventions in a person- centred way • Demonstrable skills and knowledge in assessing risk presented by clients to themselves and others • Harm reduction, suicide and self harm awareness • Wide and flexible range of client interventions • Management of incidents of a violent or aggressive nature 	<ul style="list-style-type: none"> • Psycho-social interventions for substance misuse including motivational Interviewing and node link mapping