

<b>Organisational Fit</b>	
<b>ROLE TITLE:</b> Assertive outreach supporting tenancy	<b>REPORTS TO:</b> Team Leader or Senior Recovery Worker
	<b>GRADE:</b> 2 <b>PAY RANGE:</b> Non-standard High
<b>ROLE PURPOSE:</b> <p>To work with service users in a variety of community settings, supporting long term stability and recovery.</p> <p>To actively engage service users who may be vulnerable, at risk of homelessness and require social care support related to their substance misuse</p> <p>To enable Service Users with individual needs to improve their quality of life within their community while remaining within budget and policy and procedure guidelines. To promote independence, wellbeing and health life choices among service users. To monitor, supervise and provide support to service users, working as part of a team with a service user group with Substance Misuse issues. Work within TP professional development framework participating in active learning and developing professionally, in accordance with service and organisational requirements and current skills and abilities</p>	

<b>Key Generic Accountabilities</b>	<b>Key Generic Activities / Decision Areas</b>
<b>1. Quality</b>	<p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> <li>Meeting quality expectations and agreed performance criteria</li> <li>Participating and utilising management information and data collection systems as appropriate</li> <li>Participating in the continuous improvement of the service</li> <li>Engaging and participating within governance structures</li> <li>DANOS:AC1:AC2:BE2</li> </ul>
<b>2. Own Development</b>	<p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> <li>Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework</li> <li>Participating in training and other development opportunities as agreed within the Performance Management process:</li> </ul> <p>DANOS: AC1: AC2</p>
<b>3. Health &amp; Safety &amp; Risk Management</b>	<p>To ensure a safe working environment for self and colleagues by: -</p> <ul style="list-style-type: none"> <li>Ensuring good standard of housekeeping is maintained with own area</li> <li>Ensuring risk assessments are completed when appropriate</li> <li>Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained</li> <li>Complying with all H&amp;S policies and procedures including serious untoward incidents and accident reporting</li> </ul> <p>DANOS: AB3:AB4:AB5:AB8</p>
<b>4. Compliance</b>	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> <li>Meeting all regulatory requirements</li> <li>Complying with Turning Point's Code of Conduct, policies and procedures</li> </ul>
<b>5. Miscellaneous</b>	To undertake any other duties reasonably requested by the line manager

<b>Key Service Performance Accountabilities</b>	<b>Key Service Performance Activities / Decision Areas</b>
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<b>6. Service Users</b>	<p>To proactively deliver a high quality/person centred service provision that meets the needs of the service users by:-</p> <ul style="list-style-type: none"> <li>▪ Promoting peoples' rights and responsibilities</li> <li>▪ Working as an effective member of the team</li> <li>▪ Providing advice and information to Service Users and others where appropriate</li> <li>▪ Supporting service users maintain tenancy</li> <li>▪ Actively engaging service users in the treatment system and accessing pathways into housing</li> <li>▪ Working closely with housing providers and local authority</li> <li>▪ To have a working knowledge of both Rochdale and Oldham's allocation policy</li> <li>▪ Delivering agreed individual interventions in line with the recovery plan, to an identified caseload of service users and service user reviews of their recovery plans , supporting the service users interventions</li> <li>▪ Sharing information with external professional groups e.g. GPs, Social Services, etc.</li> <li>▪ Maintaining records to the required standard at all times.</li> <li>▪ Understanding the risk assessments in place and risk assessments and risk management is delivered effectively, specific interventions , monitoring and escalating concerns</li> <li>▪ Ensuring that work is undertaken in line with Health &amp; Safety requirements</li> <li>▪ Assisting the facilitation of effective care pathways</li> <li>▪ Supporting individuals to achieve goals and objectives in line with their recovery plan</li> <li>▪ Supporting individuals and groups to access community based services and facilities</li> <li>▪ To support facilitation of specified groups</li> <li>▪ To deliver low complexity Cluster Key-working under the guidance and participate in monthly supervision</li> <li>▪ To deliver Guided Self-Help support with service users using validated software packages and programmes or printed packs</li> </ul> <p>DANOS: AA1:AA2:AA3:AA4:AA5:AA6:AB1:AB2:AB3:AB8:AB9:AB10:AD1:AG1:AG2:AG3:AH4:AH10:AI1:AI2AK1-4</p>
<b>7. Service Support</b>	<p>To assist in the implementation, development and delivery of the service by:-</p> <ul style="list-style-type: none"> <li>▪ Participating in the induction of new colleagues when required</li> <li>▪ Delivering all tasks on time and to agreed quality standards</li> <li>▪ Participating in service user reviews with supervisor</li> </ul> <p>DANOS: AC3:AC1</p>
<b>8. Service Development &amp; Quality</b>	<p>To work collaboratively to develop the service by:-</p> <ul style="list-style-type: none"> <li>▪ Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times</li> <li>▪ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working</li> <li>▪ Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach</li> <li>▪ Meeting agreed performance targets and outcomes</li> </ul> <p>DANOS: BB1: BI1</p>

<b>Substance Misuse Specific Key Accountabilities</b>	<b>Substance Misuse Specific Key Activities / Decision Areas</b>
<b>9. Empathy &amp; Support</b>	<p>To provide empathy and support to service users by:-</p> <ul style="list-style-type: none"> <li>▪ Supporting individuals their recovery from substance misuse</li> <li>▪ Recognising indicators of substance misuse and take appropriate action</li> <li>▪ Enabling individuals to adopt safe practices associated with substance use</li> <li>▪ Supporting individuals when they are using substances ensuring that your actions are consistent with agreed role and Turning Point policies and procedures</li> <li>▪ Supporting individuals to explore and plan for future employment, training and education opportunities</li> <li>▪ Providing advice and guidance on health promotion and harm reduction in relation to substance misuse</li> </ul> <p>DANOS: AA6:AA1:AA2:AA3:AA4:AA5:AB1:AB2:AB3:AB4:AB5:AB8:AB9:AB10:AD1:AG1:AG2:AG3</p>

<b>10. Structured Programme</b>	<p>To have an understanding the recovery programme, Undertaking elements of the group work programme</p> <ul style="list-style-type: none"> <li>Participating in any relevant training and utilising within own practice to enable individuals to identify and explore concerns relating to their substance misuse in line with their recovery plan, supported by regular , one to one and group supervision</li> <li>Regularly seeking service user feedback and responding to it reporting to management team and service user lead as required by the organisation's policies and procedures and local service guidelines</li> </ul> <p>DANOS: AD2:AD3: AD4: AK2: BC2</p>
<b>10. Testing</b>	<ul style="list-style-type: none"> <li>Gaining consent and collecting samples for testing purposes</li> </ul> <p>DANOS: AE1</p>
<b>11. Sector Quality Standards</b>	<p>To ensure all services are delivered in accordance with recognised standards by: -</p> <ul style="list-style-type: none"> <li>Ensuring all services are delivered within DANOS requirements, CQC standards as appropriate</li> </ul>

<b>Other Duties</b>	

<b>Role Dimensions</b>	
<p><i>Financial (limits/mandates etc.)</i></p> <ul style="list-style-type: none"> <li>Responsible for handling petty cash for service user (typically £50-£100 to £300-£500)</li> <li>Manages client monies in line with local and organisational policies and procedures</li> </ul>	<p><i>Non-financial (customers/staff etc)</i></p> <ul style="list-style-type: none"> <li>Case load dependent upon service</li> </ul>

<b>Main Contacts (external and internal)</b>		
<p><i>Contact group</i></p> <ul style="list-style-type: none"> <li>Service Users</li> <li>Service Manager/Team Leader/Supervisor</li> <li>Team Members</li> <li>Carers/Friends/Family members</li> <li>Regulatory bodies</li> <li>Local community members</li> </ul>	<p><i>Frequency</i></p> <ul style="list-style-type: none"> <li>Daily</li> <li>Daily</li> <li>Daily</li> <li>As required</li> <li>As required</li> <li>As required</li> </ul>	<p><i>Purpose</i></p> <ul style="list-style-type: none"> <li>Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation</li> <li>Guidance, support, advice and provision of information</li> <li>To deliver service and provide reciprocal support/guidance as required</li> <li>Provide support and guidance. Service user reviews, finances and health</li> <li>Service monitoring and review</li> <li>Community issues</li> </ul>

<b>Person Specification (Essential only)</b>
<p><i>Technical / Professional Skills, Expertise and Qualifications</i></p> <ul style="list-style-type: none"> <li>Proven verbal and written communication skills with the ability to tailor the message to the audience.</li> <li>Collaborative team working skills</li> <li>Able to work flexibly</li> <li>Adaptable and able to work in a challenging and changeable environment</li> </ul>
<b>Additional Service Performance &amp; Substance Misuse Specific Requirements (Essential only)</b>
<p><i>Technical / Professional Skills, Expertise and Qualifications</i></p> <ul style="list-style-type: none"> <li>Ability to deliver against agreed objectives and targets</li> <li>Understanding or willingness to learn of the issues faced by clients with mental health and/or dual diagnosis challenges</li> <li>Able to deliver services/treatment/interventions in a person centred, non-judgemental manner</li> <li>Ability to articulate , promote the recovery and wellness model , supporting the engagement of service users</li> <li>Demonstrate a belief that service users can recovery</li> </ul>

- Vocational qualification e.g. NVQ 3 or equivalent or willingness to work towards
- Willingness to be trained and supervised : solutions focussed therapy, motivational interviewing, , group work, education/skills training for adults, specialist advice work (e.g. housing, employment, debt)
- Able to demonstrate flexibility and creativity when implementing group/individual interventions with service users

