

**Reset Outreach & Referral Worker**

September 2023

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| **Job title:**  Reset Outreach & Referral Worker | **Team:**  Reset Outreach and Referral Service |
| **Accountable to:** Reset Outreach & Referral Service Manager | **Line managing:** None |
| **Salary:** £28,620  **Pension**: Automatic enrolment into the People’s Pension scheme after 3 months | **Hours:** 35 hours per week, including some evening/weekend/early morning work. |
| **Disclosure:** Enhanced | **Contract:** Permanent, full time |

**About the Team: Reset Outreach and Referral Service**

This role is a part of the Providence Row Reset Outreach & Referral (RORS) team, based at Providence Row Resource Centre. The team is commissioned by Tower Hamlets integrated commissioning team (formally DAAT) to work with other drug and alcohol services to provide the people of Tower Hamlets with needed drug and alcohol support**.** This role will engage with any person in Tower Hamlets who could benefit from drug and alcohol support, whether that be provision of harm reduction resources, assessment and referral into Treatment and Recovery services in the borough, as well, as other identified supportive options. You will be confident in building relationships with community based services, to reach marginalised groups and promote the service.

Reset Outreach and Referral Service works with people using a harm reductionist approach, by “meeting people where they’re at.” RORS does not take a one-size-fits-all approach to substance use support, rather we work with people to achieve their own goals as they relate to drug or alcohol use, at their own pace.in their homes and points of interest where people who might have differing relationships with various drugs or alcohol can be found and where ongoing relationships can be built.

**The ideal candidate**

The ideal candidate is passionate about providing quality support to diverse groups of people in East London. You should have the drive and ambition to support your team to make positive lasting changes in people’s lives.

You will have some knowledge of substance use or transferrable skills from other experiences, like working in fast-paced environments where you had to respond to client needs. The experience you have can be paid or volunteer, and lived experiences of using substances is equally valued.

You should be eager to engage with people about different drugs and alcohol and be understanding of how different barriers can impact a person’s access to services. You will live out Providence Row’s values (compassion, respect, inclusiveness, empowerment, and justice) in your approach to your work, as well as operating within a harm-reduction framework.

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 assessing risk in new situations. You are creative, driven, and well organised.

**The Role**

The role will involve;

1. Delivering a range of support to people who use drugs or alcohol, including bespoke harm reduction advice.
2. Helping people from marginalised communities to access treatment & recovery services, and the needle exchange programme as desired.
3. Researching new opportunities to engage with members of the Tower Hamlets’ public about drug and alcohol use and available services in the borough.
4. Signposting to other support services, as appropriate.
5. As needed, accompanying other Reset Outreach and Referral workers or external professionals on outreach, in-reach and home visits in order to better understand the local environment as well as build rapport with clients.
6. As needed, serving in the needle exchange rota in order to better understand the service as well as build rapport with clients.

**Key Responsibilities:**

**Client support**

* Conduct assessments of individual client needs and referring into harm reduction, treatment & recovery services locally
* Provide harm reduction advice and information to clients about their substance use and work using motivational interviewing techniques (training will be provided).
* Provide information and advice on treatment and support services within the borough, including signposting clients to a wider network of support services (training will be offered on these services).
* Provide support to clients interested in changing their alcohol and substance use through 1:1 support, group facilitation and presentations (trainings and guides will be provided).

**Promotion of Reset services**

* Build relationships with a wide range of organisations to encourage referrals into the Reset services.
* Participate in the production of the RORS promotional materials.
* Present on Reset services at various external venues and events.
* Take on networking responsibilities to ensure the service is well informed, up to date, and promoted.

**Partnership**

* Work collaboratively with local drug and alcohol treatment and recovery and support services, as well as all other external partnerships.
* To work closely with other support services to ensure a joined-up approach.
* Conduct in-reach in external partner venues.
* Develop new 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 external professionals as needed.
* Act as a first point of contact for relevant agencies and organisations who provide specialist support to communities; Women, LGBTQ, Faith groups, BME groups
* 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 key performance indicators (KPI’s) using the Providence Row’s internal database, Inform (Salesforce).
* Complete paperwork such as shift reports, assessments, and referrals.
* Ensure all work carried out is in line with all policies and procedures relevant to the role.
* Support and promote client involvement to enhance service delivery.
* Participate in the production and implementation of the Reset Outreach and 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.

**Person specification**

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| **Knowledge and Experience** | |
| Experience of working with individuals who are actively engaged in substance use (be it professional, personal, or other) | Desirable |
| Experience of solution-focused 1:1 work | Desirable |
| Knowledge of substance use issues and ideally of harm reduction techniques | Desirable |
| Experience of working in an Outreach or In-reach environment, such as conducting street outreach or digital outreach or tabling at events and community centres | Desirable |
| Experience of current Children and Adult safeguarding | Desirable |
| Experience of working with vulnerable people with complex needs | Desirable |
| Good IT skills, including databases to log and manage information and use of mobile and remote technology to communicate | Essential |
| Commitment to the importance of monitoring and evaluating all work completed | Essential |
| Experience of giving presentations or facilitating groups or training for clients and/or other 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. | Essential |
| Knowledge of local services in Tower Hamlets | Desirable |
| **Attributes** | |
| Strong organisational 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 alternative hours such as early mornings and late evenings, on occasion | Desirable |
| Flexible and with a “can do” attitude | Essential |
| Able to work to the Providence Row core values | Essential |