

Needle Exchange / Harm Reduction Coordinator

Main terms and conditions

Responsible to:	Reset Outreach & Referral Service Manager
Salary:	£34,000
Place of Work:	82 Wentworth Street, E1 7SA (office-based)
Hours:	35 hours per week, including some evening/weekend/early morning work.
Disclosure:	Enhanced DBS disclosure required
Contract:	Permanent

Reset Outreach and Referral Service

The Needle Exchange Coordinator role sits within the Reset Outreach & Referral Service, which is based at the resource centre, delivered by Providence Row. The service is commissioned by Tower Hamlets integrated commissioning team to work seamlessly with Reset Treatment and Recovery Support Services, in providing residents of Tower Hamlets with the harm reduction, drug and alcohol support they may need.

The Needle Exchange Service works with people through using a strengths-based, person-centred approach. This service is a vital point of access to harm reduction support and materials, as well, as access to other services based on individual need.

The ideal candidate

We are looking for an enthusiastic person who is keen to play a crucial role in delivering a non-judgemental, non-coercive needle exchange service that centres each person's own goals in regard to their substance use and overall wellness.

- You will have experience of delivering harm reduction and needle exchanges as well as an excellent knowledge of substance use. This experience can be paid or unpaid and lived experience of accessing these services is also valued.
- You should have expertise in engaging people through a low threshold service and a strong understanding of how other factors such as rough sleeping can impact a person's health and wellbeing.
- You will live out Providence Row's values in your approach to your work, as well as abide by the Consensus Statement on Best Practice, as published by

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NNEF (National Needle Exchange Forum) and UK Harm Reduction Alliance (UKHRA).

The Role

The role will involve;

1. Delivering a non-judgemental, non-coercive needle exchange service that centres each person's own goals in regard to their substance use and overall wellness.
2. Providing support to encourage people from hard-to-reach groups to access the needle exchange and treatment & recovery services, as desired.
3. Providing targeted harm reduction advice and information to individuals around the risks associated with their specific substance use and supporting people to improve their health and wellbeing.
4. As needed, accompanying other Reset Outreach and Referral Service workers on outreach and in-reach in order to better understand the local environment as well as build rapport with service users
5. Promote harm reduction internally and externally to services and people who use drugs and/or alcohol.
6. In conjunction with Accelerate, you will lead on a pilot project providing emergency wound care to people who may find accessing health services challenging, due to stigma and a non-flexible approach.
- 7 To play a role in developing health inclusion and removing barriers & stigma for those who may otherwise, struggle to access health services

Key Responsibilities:

Needle exchange provision

- Lead on the delivery of a busy Needle Exchange & Harm Reduction Service
- Manage the needle exchange inventory, which includes taking regular stock, organising incoming deliveries of relevant supplies, and ensuring all supplies are stored safely.
- Lead on Naloxone distribution and training to service users, internal and external services and the community
- Manage existing relationships (eg. BBV team, medical services, wound care) and emerging ones relevant to the role and explore new potential partners.
- Coordinate the safe return of used equipment
- Manage the needle exchange room, ensuring it is kept to Health and Safety Standards set by the commissioning body.
- Ensure policies, procedures, and quality control are in place for all service users, staff, and volunteers when carrying out the Needle Exchange.

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- Work alongside the Reset Outreach and Referral Services Manager, to develop the Needle Exchange service for outreach shifts and working alongside hostel providers.
- Provide support to people interested in changing their substance and alcohol use through 1:1 support and referrals into treatment & recovery services.

Monitoring and evaluation

- Ensure that needle exchange data is properly recorded across the team.
- Record all client contact, service delivery, and outcomes based on the commissioning contract's KPI's using the services internal database, Inform (Salesforce).
- Collate data on a quarterly basis in line with the team's objectives and funders' expectations in collaboration with the service manager.
- Participate in regular supervision and an annual review of performance.

Promotion

- Lead on disseminating information around drug alerts to people accessing the Needle Exchange and internally across services
- Lead on the promotion of blood born virus (BBV) testing and develop the existing relationship between our team and BBV-related services.
- Support referrals into sexual health services.
- Promote NHS services that operate on-site, including Mobile Dental Van, TB screenings and other Physical and Sexual Health services.
- Lead on promotion and training of naloxone to service users, external partners and the community.

Training

- Provide relevant staff training in best practice of Harm Reduction.
- Deliver training on the administration of Naloxone and Overdose Awareness.
- Access to external training for further development.

Other Duties

- Undertake work not specifically referred to above. Such duties will fall within the scope of the post.
- Occasional cover of colleagues' tasks such as attending meetings, upon management request.
- Work in accordance with the Charity's values, policies & procedures.

- Work in accordance with the Consensus Statement on Best Practice, as published by NNEF (National Needle Exchange Forum) and UK Harm Reduction Alliance (UKHRA).
- Support and promote service user involvement to enhance service delivery and provide support to the Peer Mentor/Volunteer Manager.

Person specification

Knowledge and Experience	
Experience of delivering a professional and engaging Needle Exchange Service	Essential
Experience of working with vulnerable people with complex needs	Essential
Experience of working with individuals who are actively engaged in substance use	Essential
Experience of working with rough sleepers and the relevant legislative frameworks	Desirable
Experience of managing challenging behaviour in an assertive, positive and supportive way	Essential
Experience of project managing a piece of work and ensuring this continues with little supervision	Desirable
Understanding and experience of working within professional boundaries	Essential
Knowledge of best practice and safe working practices when providing needle exchange services and harm minimisation guidance	Desirable
Knowledge of drug treatment options available to individuals and the consideration to this when supporting dual diagnosis clients	Desirable
Strong commitment to the importance of monitoring and evaluating all work completed	Essential
Attributes	
Is emotionally resilient, self-aware and reflective.	Essential
Commitment to the core values of Providence Row.	Essential
Competencies	
Ability to work in partnership with other staff (both internally and from external organisations) to achieve good results with clients	Essential
Excellent verbal and written communication skills	Essential
Excellent IT skills	Essential
Excellent time management skills and the ability to work to deadlines	Essential

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