



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Reset Outreach & Referral Worker

Role: Reset Outreach & Referral Worker	Team: Reset Outreach and Referral Service
Reports to: Reset Outreach & Referral Manager	Line managing: None
Salary: £35,100 Pension: Automatic enrolment into the following successful completion of 6-month probationary period (5% employer contribution conditional on min. 3% employee contribution)	Hours: 35 hours per week, including some evening/weekend/early morning work.
Disclosure: Enhanced DBS required	Contract: FTE until 31 st March 2026

About the Service: Reset Outreach and Referral Service

The Reset Outreach & Referral Service (RORS) team, based at Providence Row, works across Tower Hamlets to support people affected by drug and alcohol use. The service connects people to treatment, recovery, detox and rehab, harm reduction resources and wider community support in the borough.

RORS takes a harm reduction approach by 'meeting people where they are at'. Our team works with people to achieve their own goals at their own pace and involves building relationships in the community, reaching people in diverse settings and helping them to overcome barriers to accessing services.

About the Role: Outreach & Referral Worker

As an Outreach and Referral worker, you'll be the first point of contact for people in Tower Hamlets who may benefit from support around drugs and alcohol. You will provide tailored harm reduction advice, connect people to treatment and services and help to reduce stigma by engaging with underrepresented communities.

This is an exciting opportunity for someone passionate, energetic and a committed to supporting people – whether you already have experience in substance use services or are bringing transferable skills from another field.

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 might have some knowledge of substance use or transferrable skills from other experiences, like working in fast-paced environments where you had to respond to customer needs. The experience you have can be paid or voluntary 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 or education. 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 are experienced in assessing risk in new situations. You are creative, driven, and well organised.

The Role

- Delivering a range of support to people who are affected by drugs and alcohol, including tailored harm reduction advice and motivational support.
- Building relationships with underrepresented communities to reduce stigma and increase access to services.
- Working in partnership with local organisations to strengthen referral pathways.
- Participate in outreach and in-reach activities across Tower Hamlets.
- Contribute to service development by monitoring outcomes and feeding back insights from your work in the community.
- Supporting the Needle Exchange Coordinator with running the on-site Needle Exchange as needed.
- Supporting clients to access our pilot on-site wound care service in partnership with Accelerate
- Researching new opportunities to engage with members of the Tower Hamlets' public about drug and alcohol use and available services in the borough.

Key Responsibilities:

Client Support

- Provide personalised harm reduction advice using motivational interviewing techniques (training provided).
- Support clients to access drug and alcohol treatment, signposting as needed.
- Offer 1:1 support/ educational sessions to clients

Service Promotion

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

Partnership & Community Engagement

- 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 collective approach
- Conduct in-reach at 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, and particularly those most represented in LBTH – Bangladeshi and Somali, Families and Young Adults.
- 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 shift reports, assessments, and referrals.
- Ensure all work complies with policies and procedures.
- 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 personal objectives.
- Take on occasional tasks as agreed with the Reset Outreach & Referral Manager
- Work in accordance with the Charity's values, policies & procedures.
- Work in accordance with the principles of Harm Reduction, as published by Harm Reduction International (HRI).

Person specification

Knowledge and Experience	
Experience of working with individuals using substances (professional, volunteer, or lived experience)	Desirable
Experience of solution-focused 1:1 work	Desirable
Knowledge of harm reduction and substance use issues	Desirable
Experience of outreach, in-reach or community engagement	Desirable
Experience of current Children and Adult safeguarding legislation	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	Desirable
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.	Desirable
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
Willingness to work according to harm reduction principles	Essential