

Job details

Job title	Needle Exchange & Harm Reduction Coordinator
Contract	Full time, fixed term to 23 October 2027
Hours	35 hours per week
Location	The Dellow Centre, London E1 7SA
Disclosure	Enhanced
Pension	Auto enrolment from day one into the People's Pension

Role purpose

- Support individuals to reduce the risks associated with drug and alcohol use and to connect with treatment, recovery and wider support.
- Deliver a person-centred and strengths-based approach while building relationships and creating opportunities for people to access wider health and support services.

Key responsibilities

- Lead on the delivery of a busy Needle Exchange Service based in a day centre.
- Provide a non-judgemental and non-coercive service with a person-centred approach and abide by the Consensus Statement on Best Practice as published by the National Needle Exchange Forum and UK Harm Reduction Alliance.
- Manage the needle exchange inventory including regular stock checks, ordering and organising deliveries and ensuring supplies are stored safely.
- Provide appropriate injecting equipment and targeted harm reduction information and advice.
- Ensure the Needle Exchange meets relevant health and safety and commissioning standards.
- Ensure appropriate policies, procedures and quality assurance processes are in place for service users, staff and volunteers.
- Monitor demand and identify opportunities alongside the RESET Outreach & Referral Service (RORS) Manager to improve and develop the needle exchange service.
- Provide support to people who are interested in changing their alcohol or substance use through one-to-one support and appropriate referrals into treatment and recovery services.
- Support the engagement of people from hard-to-reach groups with the Needle Exchange and wider treatment and support services.
- Develop opportunities to take harm reduction provision into community settings where people are most likely to engage.

- Build positive relationships with local hostels, community organisations and other services to improve access to harm reduction support.
- Lead on the promotion of blood-borne virus (BBV) testing alongside the Health Inclusion Service.
- Promote NHS and other health services available through Providence Row and partner organisations including the mobile dental service, TB screening and physical and sexual health provision.
- Identify opportunities to develop new partnerships that improve health outcomes for people who use drugs and alcohol.
- Deliver training on naloxone administration and overdose awareness.
- Support staff across Providence Row to develop their confidence and knowledge in responding to drug-related harms.
- Record all client contact, service delivery and outcomes in line with commissioning requirements and KPIs using Salesforce In-Form.
- Collate the relevant data on a quarterly basis in line with team objectives and funder expectations working closely with the Data Manager.
- Contribute to service reviews, audits and quality improvement activity.
- Work collaboratively with the wider RORS team and Providence Row colleagues.
- Participate in regular supervision, appraisals and an annual performance review.
- Attend relevant meetings and represent the service with external partners when required.
- Provide occasional cover for colleagues and undertake other reasonable duties within the scope of the role as requested by the RORS Manager.
- Work in accordance with Providence Row's values, policies and procedures.
- Represent Providence Row at events, conferences and other meetings as appropriate, ensuring effective communication about our work and learning from good practice among partner organisations.
- Attend evening and weekend meetings and functions as required.

Person specification

Knowledge and Experience	
Experience of delivering Needle Exchange or other frontline harm reduction services	Essential
Experience of working with people who use drugs and/or alcohol and/or people experiencing homelessness and social exclusion	Essential
Experience of community outreach or working with people who may be hard to engage	Desirable

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Strong understanding of harm reduction principles and practice	Essential
Knowledge of safer injecting and the risks associated with drug use	Essential
Knowledge of substance use treatment and recovery pathways	Essential
Knowledge of overdose prevention and naloxone	Essential
Understanding of the impact of homelessness, mental health and social exclusion on health and wellbeing	Desirable
Excellent IT skills including Word, Excel and PowerPoint	Essential
Excellent verbal and written communication skills	Essential
Strong organisational skills and ability to manage stock, records and competing priorities	Essential
Takes responsibility for professional development attending training and development sessions to keep up to date with current substance use, harm reduction and needle exchange information and topics to develop skills and competency	Essential
Commitment to the core values of Providence Row and a passion for working with people impacted by homelessness	Essential
Competencies	
Good attention to detail, ensuring accuracy and precision in all tasks and documentation	Essential
Able to work to deadlines and within defined standards	Essential
Is proactive and takes the initiative to gain the information needed for the role, with a flexible and “can do” attitude	Essential
Independently able to identify challenges and use initiative to implement effective solutions	Essential
Can communicate and negotiate professionally and effectively with a range of internal and external stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason	Essential

Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith	Essential
Works with people, not for people, to enable them to realise their gifts, abilities and talents	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services	Essential
Is accountable, trustworthy and dependable for their own performance	Essential

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