PROVIDENCE ROW

HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Job details

Job title	Rough Sleeping Drug and Alcohol Navigator
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

- Undertake street outreach across Tower Hamlets to engage people experiencing rough sleeping with substance use needs.
- Build trusting relationships through a person-centred and trauma-informed approach, supporting engagement with substance use services.
- Provide harm reduction advice and interventions to reduce drug and alcohol related risks.
- Support access to Providence Row's Rapid Prescribing Clinic and appropriate substance use treatment.
- Work with partner agencies to address substance related health needs and support access to relevant services to offer wrap around support.

Key responsibilities

- Undertake regular street outreach across Tower Hamlets to locate and engage people experiencing rough sleeping and substance use needs
- Work in a trauma-informed and person-centred way, supporting clients to identify their needs and make informed choices about their substance use and health
- Provide harm reduction advice and interventions, including support for people who are not ready or able to engage in structured treatment
- Support clients to access substance use treatment, including Providence Row's Rapid Prescribing Clinic, and maintain engagement with services
- Identify physical and mental health needs and support clients to access appropriate healthcare, including GP registration and primary care referrals
- Provide practical support at the point and place of need, helping clients to overcome barriers to accessing health and substance use services
- Work closely with RESET Treatment and Recovery Support Services and other partners, including St Mungo's, Beyond the Streets and NHS services
- Undertake joint outreach and develop relationships with partner agencies to improve engagement with people experiencing rough sleeping

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- Build relationships with primary care and wider health services to improve access to healthcare
- Work collaboratively with other agencies to coordinate support and improve continuity of care
- Challenge stigma and barriers faced by people experiencing rough sleeping and substance use when accessing health services
- Record all client contact, service delivery, and outcomes based on the contracts key performance indicators (KPI's) using Providence Row's internal database, Inform (Salesforce)
- Complete referrals to health services for clients and follow up on outstanding referrals
- Complete shift reports and assessments
- Follow all organisational policies, procedures, and safeguarding guidance
- Support service user involvement and work with peer mentors and volunteers where needed
- Carry out other reasonable tasks requested by the manager
- Work in accordance with the Charity's values, policies and procedures

Person specification

Knowledge and Experience	
Experience of working in an outreach team and conducting street outreach	Essential
Experience of working with people experiencing rough sleeping or homelessness	Essential
Experience of supporting people who are actively engaged in substance use	Essential
Good knowledge of substance use, harm reduction and treatment options	Essential
Experience of supporting people to access health services	Desirable
Experience of solution focused one to one work and using psychosocial approaches	Essential
Good IT skills, including using databases to record and manage client information and mobile technology to support outreach work	Essential
Understanding the importance of accurate recording and monitoring to support continuity of care and improve service delivery	Essential
Good understanding of the local community, cultural diversity and the need to adapt services to enable equality of access to services	Desirable

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Competencies	
Strong organisational, time management and recording skills	Essential
Ability to engage and build trusting relationships with people who may be reluctant to access services	Essential
Ability to work independently during outreach and use initiative while recognising when to seek support	Essential
Ability to work collaboratively with a wide range of people, professionals and partner agencies	Essential
Flexible approach and willingness to work early mornings and other unsociable hours as required by the service	Essential
Ability to adapt working approaches to respond to changing client needs and circumstances	Essential
Commitment to working in accordance with Providence Row's values	Essential