**Reset Rough Sleeping Navigator - Team Leader**

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| **Job title:** Reset Outreach & Referral Rough Sleeper Navigator Team Leader | **Team:** Reset Outreach and Referral Service |
| **Accountable to:** Reset Outreach & Referral Service Manager | **Line managing:** None |
| **Salary:** £32,000 | **Hours:** 35 hours per week, including some evening/weekend/early morning work. |
| **Disclosure:** Enhanced | **Contract:** 12 month secondment – with view to extend pending funding |

**The Reset Outreach and Referral Service**

The Team Leader role sits within the Reset Outreach & Referral Service (RORS) Rough Sleeping Drug and Alcohol Treatment Grant (RSDATG) programme, which is based at Providence Row. The service is funded to support individuals with histories of intertwined substance use and street homelessness so that they can build stability and increase their quality of life.The Outreach & Referral Service as a whole includes a needle exchange provision and community support workers which focus on supporting other key communities in Tower Hamlets. The team works alongside various outreach provisions within the borough as partnership work is key to achieving positive outcomes for our clients.

**The Role**

The role will involve:

1. Coordinating three rough sleeper navigators’ activities through conducting supervisions and case load reviews.
2. Working in close collaboration with the service manager to ensure positive outcomes are achieved.
3. Ensuring all organisational policies and procedures are followed by the navigation team.
4. Holding a small caseload of clients.
5. Attending meetings relating to rough sleeping & hotspots in the borough.
6. Delivering a range of outreach and thru-care support to current and recently former rough sleepers who experience problematic drug and/or alcohol use.
7. Providing targeted harm reduction advice and information to individuals around the risks associated with drug or alcohol use and supporting people to improve their health and wellbeing.
8. Signposting individuals to other support services inclusive of substance use, based on individual need.
9. Providing outreach on the street and in-reach into London Borough of Tower Hamlets (LBTH) Hostels, Housing First Placements and temporary accommodation to deliver awareness and training around substance and alcohol use, harm reduction and promote Reset services including to all clients with no recourse to public funds (NRPF).

**Key Responsibilities:**

**Client support**

* Provide harm reduction advice and support to rough sleepers and those who have experienced homelessness who are not interested in addressing their substance/alcohol use through structured treatment services.
* Provide information and advice on treatment and recovery services within the borough, including signposting clients to a wider network of services, and where appropriate advocating on their behalf.
* Enable more individuals to successfully start, engage with and end treatment, either through community-based treatment or inpatient and residential treatment options. The enhanced pathway which this role is a part of is designed to provide holistic support and intervention at the point and place of need.
* Assist rough sleepers and the homeless community to engage with Primary Care Services, including registering with a GP to allow support for physical health needs and continuity of care with treatment services.
* Increase the total number of people accessing structured treatment & recovery through a bespoke pathway for rough sleepers as well as sustain treatment for these individuals, reduce their risks, and support bespoke planned treatment exits or transitions into community-based services (continuity of care).
* Provide varied support to clients to facilitate engagement using a strengths-based, client centered approach.

**Promotion of Reset services**

* Participate in the Needle Exchange rota, using the service as an engagement tool and to build rapport.
* Encourage clients not currently interested in treatment to use the low threshold services provided at the central hub to maintain engagement.
* Actively promote the services offered at the central hub to a wide range of organisations to encourage referrals into the service and to highlight people of concern to the service.
* Participate in the production of the Referral Service promotional materials.
* Take on networking responsibilities to ensure the service is well informed, up to date, and promoted.

**Partnership**

* Work collaboratively with Reset Treatment & Recovery Support as well as all other external partnerships.
* To work closely with outreach and floating support services to ensure a joined-up approach.
* To work closely with Primary Care Services to ensure continual client engagement.
* Participate in the team rota to deliver the service to a high standard.
* Develop 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 other professionals.
* 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, 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 KPI’s, to a high standard, using the central hub’s internal database, Inform (Salesforce).
* Complete paperwork such as shift reports, assessments and referrals.
* Provide summary reports to the Borough Drug and Alcohol Outreach Lead on performance and outcomes to be provided to the commissioners.
* Ensure all work carried out is in line with all policies and procedures relevant to the role.
* Support and promote service user involvement to enhance service delivery, and provide support to the Peer Mentor/Volunteer Manager.
* Participate in the production and implementation of the 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.
* Work in accordance with the principles of Harm Reduction, as published by Harm Reduction International (HRI).

**Person specification**

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| **Knowledge and Experience** | |
| Experience of working in an outreach team, conducting street outreach | Essential |
| Experience managing people and projects | Essential |
| Experience of effective partnership working, relationship management, pathway and protocol development | Essential |
| Experience of working with vulnerable people with complex needs | Essential |
| Experience of current Children and Adult safeguarding legislation | Essential |
| Experience of working with individuals who are actively engaged in substance use | Essential |
| Experience of solution focused 1:1 work and use of psycho-social approaches | Essential |
| Knowledge of substance misuse issues and relevant services in the area | Essential |
| Good IT skills, including databases to log and manage information and use of mobile and remote technology to communicate | Essential |
| Strong commitment to the importance of monitoring and evaluating all work completed | Essential |
| Experience of running group work and training for clients and 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 |
| Experience of managing volunteers including those with low or no support needs and volunteers with lived experience of substance misuse. | Desirable |
| **Attributes** | |
| Strong organisational and recording 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 unsociable hours such as early mornings and late evenings | Essential |
| Flexible and with a “can do” attitude | Essential |
| Able to work to the Providence Row core values | Essential |