



# PROVIDENCE ROW

HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

## Reset Outreach & Referral Worker

<b>Role:</b> Reset Outreach & Referral Worker	<b>Team:</b> Reset Outreach and Referral Service
<b>Reports to:</b> Reset Outreach & Referral Manager	<b>Line managing:</b> None
<b>Salary:</b> £35,020 <b>Pension:</b> Automatic enrolment into the following successful completion of 6-month probationary period (5% employer contribution conditional on min. 3% employee contribution)	<b>Hours:</b> 35 hours per week
<b>Disclosure:</b> Enhanced DBS required	<b>Contract:</b> FTE until 23 <sup>rd</sup> October 2026 This role is available to start immediately following a satisfactory DBS check and completion of all necessary pre-employment checks.

### 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**

- Provide a wide range of harm reduction support to people affected by drugs and alcohol, including safer injecting advice, overdose prevention, and tailored motivational support.
- Support individuals to access treatment and recovery services, helping them identify the recovery pathway that best fits their needs.
- Build strong relationships with underrepresented communities to reduce stigma, increase engagement, and improve access to harm reduction and treatment options.
- Work collaboratively with hostels, community organisations, and neighbouring boroughs to strengthen substance use knowledge, improve referral pathways, and broaden support networks.
- Participate in both outreach and in-reach activities across Tower Hamlets to engage people in community settings.
- Contribute to service development by monitoring outcomes, gathering insights from community work, and feeding this back into continuous improvement.
- Support the Needle Exchange Coordinator by helping to operate the on-site Needle Exchange, providing safer injecting equipment and advice.
- Assist clients to access the on-site wound care pilot service delivered in partnership with Accelerate.
- Identify and pursue new opportunities to engage the public around drug and alcohol use, harm reduction, and the range of services available in Tower Hamlets.

## **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

### **Partnership & Community Engagement**

- Work collaboratively with local drug and alcohol treatment, recovery, and support services, as well as a wide range of external partners across the borough.
- Work closely with other support services to ensure a collective, coordinated approach to harm reduction and engagement.
- Conduct in-reach at external partner venues, including regular hostel drop-ins, community spaces, and events at Queen Mary University.
- Develop new partnership work with agencies, hostels, universities, and wider community groups to help identify signs of substance and/or alcohol use, increase harm reduction awareness, and promote access to specialised support for people who use substances and/or alcohol.
- Deliver 1:1 harm reduction support, group sessions, and training to external professionals and community partners as required.
- Act as a first point of contact for relevant agencies and organisations supporting communities such as Women, LGBTQ+ groups, Faith groups, BME communities, and groups particularly represented in LBTH—including Bangladeshi and Somali communities, as well as Families and Young Adults.
- Actively seek out and build links with agencies, hostels, university groups, and community organisations across the local area to broaden substance use and harm reduction knowledge, expand networks, and develop new partnership opportunities.

### **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.

### **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

<b>Knowledge and Experience</b>	
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
<b>Attributes</b>	
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 <a href="#">harm reduction principles</a>	Essential