



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Reset Outreach & Referral Worker

Role: Reset Outreach & Referral Worker	Team: Reset Outreach and Referral Service
Accountable to: Reset Outreach & Referral Manager	Line managing: None
Salary: £34,000 Pension: Automatic enrolment into the People's Pension scheme after 3 months	Hours: 35 hours per week, including some evening/weekend/early morning work.
Disclosure: Enhanced	Contract: Permanent, full time

About the Team: Reset Outreach and Referral Service

The In- and Outreach Worker role is a part of the Reset Outreach & Referral Service (RORS) team, based at Providence Row. The team was commissioned by Tower Hamlets Drug and Alcohol Action Team (DAAT) to work with other drug and alcohol services to provide the people of Tower Hamlets with needed drug and alcohol support. This worker will engage with any person in Tower Hamlets who could benefit from drug and alcohol support, whether that be that education, provision of harm reduction resources, or a linkage to other services and will support them to access other resources and services in the borough. Due to the signposting nature of this work, it is a great opportunity for someone new to the sector to come and learn more about how drug and alcohol services work!

Reset Outreach and Referral Service works with clients using a harm reductionist approach, by "meeting people where they're at." RORS does not take a one-size-fits-all approach to substance use support, rather we work with people to achieve their own goals as they relate to drug or alcohol use, at their own pace. The role involves building relationships with community centres and points of interest where people who might have differing relationships with various drugs or alcohol can be found and where ongoing relationships can be built.

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 volunteer, 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 experienced in assessing risk in new situations. You are creative, driven, and well organised.

The Role

The role will involve;

1. Delivering a range of support to people who use drugs or alcohol, including bespoke harm reduction advice.
2. Helping people from historically underserved communities to access the needle exchange and treatment services, as desired.
3. Researching new opportunities to engage with members of the Tower Hamlets' public about drug and alcohol use and available services in the borough.
4. Signposting to other support services, as appropriate.
5. As needed, accompanying other Reset Outreach and Referral Service workers or external professionals on outreach and in-reach in order to better understand the local environment as well as build rapport with clients.
6. As needed, serving in the needle exchange rota in order to better understand the service as well as build rapport with clients. Supporting on a pilot wound care project in conjunction with Accelerate.

Key Responsibilities:

Client support

- Provide harm reduction advice and information to clients about their substance use and work using motivational interviewing techniques (training will be provided).
- Provide information and advice on treatment and support services within the borough, including signposting clients to a wider network of support services (training will be offered on these services).
- Provide support to clients interested in changing their alcohol and substance use through 1:1 support, group facilitation and presentations (trainings and guides will be provided).

Promotion of Reset services

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

Partnership

- 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 joined-up approach.
- Conduct in-reach in 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, 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 paperwork such as shift reports, assessments, and referrals.
- Ensure all work carried out is in line with all policies and procedures relevant to the role.
- 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 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

Knowledge and Experience	
Experience of working with individuals who are actively engaged in substance use (be it professional, personal, or other)	Desirable
Experience of solution-focused 1:1 work	Desirable
Knowledge of substance misuse issues and ideally of harm reduction techniques	Desirable
Experience of working in an Outreach or In-reach environment, such as conducting street outreach or digital outreach or tabling at events and community centres.	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