

## Reset Outreach & Referral Service Manager (RORS)

<b>Job title:</b> Reset Outreach & Referral Service Manager	<b>Team:</b> Reset Outreach & Referral Service
<b>Accountable to</b> Head of Advice And Support	<b>Line managing:</b> 2 community workers and 1 needle exchange coordinator
<b>Salary:</b> £39,00  <b>Pension:</b> Automatic enrolment into the People's Pension scheme after 3 months	<b>Hours:</b> 35 hrs a week
<b>Disclosure:</b> Enhanced	<b>Contract:</b> 10 month Fixed Term Contract

### The Reset Outreach and Referral Service

RORS is a community based service which can support anyone in Tower Hamlets who may require support around drugs & alcohol.

The service offers an outreach and “in-reach” model where drug and alcohol support is delivered in community centres, people’s homes and any appropriate safe location to adults in Tower Hamlets, who could benefit from support. The team works alongside Reset Treatment & Recovery, as well, as other provisions within the borough to find and support people who are often missed by building-based services. The service also includes a needle exchange & harm reduction provision at our main centre.

The Service works with people using a harm reduction 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 ideal candidate

You will be passionate and have experience of working with people actively using drugs and alcohol and be understanding of their circumstance. You will have the drive to work with some of the most vulnerable and excluded people living in Tower Hamlets.

You will have experience managing a team, an understanding of outreach work, and ability to produce regular reports on the effectiveness of the service. You will be comfortable to conduct presentations on the service to external organisations and partners.

### Key Responsibilities of Reset Outreach & Referral Service Manager

#### Service Delivery

- Manage the staff rota, ensuring outreach shifts, satellites, duty system and Needle Exchange are run efficiently and effectively

- Provide case support to staff and in particular complex cases and ensure the team adheres to Providence Rows policies and good practice.
- To keep updated on policy, new trends & risks relating to drug & alcohol use and deliver briefings internally and externally.
- Provide harm reduction and information about health issues associated with substance use, including access to wound care, blood born virus testing and sexual health services.
- Ensure all aspects of the service are delivered in a person-centred and strength-based way
- Deliver briefing sessions to a range of audiences, particularly focusing on the Reset Outreach & Referral provision
- Deliver training as outlined in the partnership training plan both externally and internally

### **Service Development**

- Work alongside the Head of Advice & Support Services in developing and implementing team plans
- Develop and maintain community relationships, building new satellite sessions across the borough.
- Ensure activities and satellites are of good quality and accessible to all.
- Assist the team to effectively promote RORS and deliver training based on need.
- Work alongside the Volunteer Manager to support and recruit volunteers and people with lived experience to support the team
- Develop training packages relating to harm reduction and overdose awareness.

### **Supervision**

- Provide line management and supervision to 3 members of staff.
- Ensure frontline staff complete all necessary training to ensure they can carry out their duties to a high standard and safely.
- Encourage professional development within the team and lead on good practice.

### **Partnership**

- Working alongside the Head of Advice & Support Services to manage existing partnerships and build and develop new partnerships.
- Build on and develop partnerships with specialist services working with specific cohorts including the LGBTQI community, Somali community, chemsex and steroid users.
- Deliver networking & training events for a wide range of agencies and service users.

### **Monitoring and evaluation**

- Ensure the team accurately record relevant information efficiently and timely on Inform, our case management system.
- Work alongside the Data Manager and the Head of Advice & Support Services to collate and deliver monitoring and evaluation reports of the service.
- Work with the service to deliver KPIs and desired soft outcomes.
- Work to all relevant policies and procedures associated with the safe and effective delivery of the Outreach & Referral Service.

### **Other Duties**

- Assist other managers with shared organisational duties.
- Work in accordance with the charity's values, policies, & procedures.

The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.

### Person specification

<b>Knowledge and Experience</b>	
Experience of working in an Outreach environment including street outreach	Essential
Experience of coordinating a team	Essential
Experience of line management responsibilities including Volunteers and Peers	Essential
Experience of working with vulnerable people with complex needs	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
Experience of current Children and Adult safeguarding legislation	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
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 partnership relationships	Desirable
Experience of managing team expenditure	Desirable
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