



Rough Sleeping Drug & Alcohol Navigator

Job title: Rough Sleeping Drug and Alcohol Navigator	Team: Reset Navigator
Accountable to: Rough Sleeping Manager	Line managing: None
Salary: £35,020 Pension: Automatic enrolment into the following successful completion of 6-month probationary period (5% employer contribution conditional on min.3% employee contribution)	Hours: 35 hours per week, including one early morning outreach shift
Disclosure: Enhanced DBS required	Contract: Fixed-Term Contract until 23 rd October 2026, Full-time This role is available to start immediately following a satisfactory DBS check and completion of all necessary pre-employment checks.

Aim of the Service

Our aim is to support people sleeping rough in the London Borough of Tower Hamlets who are affected by substance use. We work to connect individuals with treatment and recovery services, healthcare, harm reduction support, and wider community resources.

Working closely with partner agencies, we are guided by our core values of compassion, respect, inclusivity, empowerment, and justice. We support people facing both homelessness and substance use challenges to build stability, access the right services, and make positive changes.

The Role

This role works across the London Borough of Tower Hamlets to support people experiencing rough sleeping and complex substance use needs. You will be working with people who often face multiple challenges and need support from a range of services.

The role includes:

- Working across Tower Hamlets to engage with people who have complex substance use needs, in a trauma-informed way, supporting them to make informed choices about their care and support.
- Carrying out street outreach to locate and engage people on your caseload who are sleeping rough.
- Sending referrals to relevant health support services
- Supporting clients to engage through Providence Row's Rapid Prescribing Clinic
- Providing harm reduction advice about drug and alcohol use to support people to stay as safe as possible.
- Signposting and supporting access to other services, including substance use treatment, mental health, housing, and wider support services.
- Helping reduce stigma around homelessness, substance use, and alcohol use.



- Supporting people to overcome barriers when trying to access services.
- Managing a caseload of clients and providing regular support.
- Attending multi-agency meetings about rough sleeping and known hotspot areas in the borough.

Key Responsibilities

Client Support

- Work in a trauma-informed and person-centred way, supporting clients to set their own goals and make informed choices about their substance use, health, and wellbeing.
- Provide harm reduction support to people who are not ready or able to engage in structured treatment.
- Give advice and information about treatment and recovery services and help people access them, including advocating for them when needed.
- Support people to start, stay engaged in, and move on from treatment in a planned way, making sure care is joined up and consistent.
- Provide holistic support and intervention at the point and place of need.
- Support clients to register with GPs and access primary care services for physical health needs including sending relevant referrals.
- Help increase access to treatment and recovery services for people who are sleeping rough, and support them to stay engaged in care.

Partnership Working

- Work closely with Reset Treatment & Recovery Support Services and other partners, including St Mungo's, Beyond the Streets and NHS.
- Build strong working relationships with primary care services to support ongoing client engagement.
- Conduct street outreach with partners to engage and locate clients on your caseload
- Work with other agencies and community groups to improve understanding of substance use and improve access to support.
- Help reduce barriers and stigma for people accessing health and mental health services.

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 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, conducting street outreach	Desirable
Experience of working with vulnerable people with complex needs	Essential
Experience of working under current child and adult safeguarding legislation	Desirable
Experience of working with individuals who are actively engaged in substance use	Desirable
Experience of solution focused 1:1 work and use of psycho-social approaches	Desirable
Good knowledge of substance use and harm reduction	Desirable
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
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	Essential
Flexible and with a "can do" attitude	Essential
Able to work to the Providence Row core values	Essential