

Rough Sleeping Drug & Alcohol Navigator

Main terms and conditions

Responsible to:	RSDATG Rough Sleeping Navigator Manager
Salary:	£30,000
Place of Work:	82 Wentworth Street, E1 7SA (office-based)
Hours:	35 hours per week including some evening/weekend/early morning work.
Disclosure:	Enhanced DBS disclosure required
Contract:	Permanent, Full time

The Reset Outreach and Referral Service

The Rough Sleeping Drug and Alcohol Treatment Grant (RSDATG) was established in 2021. The navigator service is based within The Dellow Resource Centre; run by Providence Row Charity.

Aim of the Service

To support and enhance the quality of life for all locally connected rough sleepers and those at risk of eviction from the hostel pathway, in the London Borough of Tower Hamlets; by offering through care service from initial engagement, through harm reduction and for some, support to move into structured treatment and then recovery.

Together with our partner agencies in the borough, we take pride in our values of compassion, respect, inclusiveness, empowerment, and justice. These principles guide us in supporting individuals with histories of intertwined substance use and street homelessness, helping them rebuild stability and improve their quality of life.

The Role

The role will involve but is not limited to:

1. Navigating the London Borough of Tower Hamlets, working with people who have a higher complexity in substance use and need additional support from multiple services.
2. To work in a trauma informed and person-centred way, empowering the client to make informed choices around their care and support
3. Conducting street outreach with partner agencies to identify and locate people on your caseloads, who are sleeping rough.
4. Attending local hostels with the aim of supporting those who are at risk of eviction and where substance and/or alcohol use maybe a contributing factor.
5. Managing a caseload of clients
6. Attending partner agency meetings relating to rough sleeping & hotspots in the borough.
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. Removing the stigma of homelessness and for those who use substances and/or alcohol
10. Breaking the barriers of which people experiencing homelessness face, when trying to access needed services

Key Responsibilities:**Client support**

- To work in a person-centred way allowing the client to feed into their own support and goals around their substance and/or alcohol use, physical and mental health needs.
- Provide harm reduction advice and support to rough sleepers and those who have experienced homelessness, who aren't able, or ready to prioritise 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 those on your caseload to access Primary Care Services, including registering with a GP to allow support for physical health needs and continuity of care.
- 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).

Partnership

- Work collaboratively with Reset Treatment & Recovery Support Services as well as other external partners such as; but not limited to, Tower Hamlets Local Authority, NHS services and St Mungo's.
- To work closely with Primary Care Services to ensure continual client engagement.
- 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.
- To deliver Naloxone training to people who are using drugs
- To play a role in developing health inclusion and removing barriers & stigma for those who may otherwise, struggle to access health & mental health services

Admin and Other Duties

- Record all client contact, service delivery and outcomes based on the contracts KPI's, to a high standard, using Providence Row's internal database, Inform (Salesforce).
- Complete paperwork such as shift reports, assessments and referrals.
- To contribute to the quarterly reporting sent to the LBTH Drug and Alcohol commissioner by providing case studies on clients worked.
- 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.
- Take on occasional tasks as agreed with the RSDTAG Manager.
- Work in accordance with the Charity's values, policies & procedures.

Person specification

Knowledge and Experience	
Experience of working in an outreach team, conducting street outreach	Essential
Experience of working with vulnerable people with complex needs	Essential
Experience of working under current child 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
Good knowledge of substance use and harm reduction	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
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