

JOB DESCRIPTION

Job Title:	Engagement Outreach and Harm Reduction Worker
Competency Level:	Level 1
Weekly Hours:	37.5 hours per week
Reports to:	Treatment Services Team Leader
Location:	Bridgend
Grade/Salary:	Sc. 23: £19,809 – Sc. 25: £21,104 pro-rata per annum

Our Values



Summary of Role

To deliver services to substance users aged 18 years and over to help reduce the harm caused by their substance use. This includes individuals who have not accessed treatment and those who have repeatedly not attended appointments with alcohol and drug treatment providers, and have complex and multiple needs such as:

- Alcohol and/or drug use

- Mental ill health
- Homelessness, rough sleeping and vulnerably housed
- Anti-social behaviour and offending behaviour

Key Responsibilities

1. Deliver an outreach provision in the local area, including crisis intervention and brief interventions
2. Undertake substance use assessments and develop, deliver and review care plans ensuring service users are central and directly involved in this process.
3. Conduct risk assessments and develop risk management plans.
4. Understand the need to protect children and vulnerable adults, and adhere to all principles, policies and procedures in effective safeguarding.
5. Work collaboratively with service users to help them identify and understand how their substance use may negatively impact on the lives of themselves, their families and the wider community.
6. Carry a caseload and ensure continuity of care for service users through effective case management. Working and liaison with partnership agencies, both statutory, private and third sector.
7. Promote health awareness to individuals accessing the service and work in partnership with dedicated agencies to provide holistic support and assistance.
8. Facilitate the Needle and Syringe Programme provision, providing appropriate safer injecting, wound care advice and overdose awareness advice, and Naloxone training.
9. Offer and provide Dry Blood Spot Testing to those at risk of Blood Borne Viruses.
10. Attend regular consultation and multi-agency meetings to address specific individual needs, to discuss referrals and progress.
11. Participate in organisational meetings, regular supervision sessions and annual appraisal.
12. Take responsibility for updating training needs and knowledge requirements such as relevant legislation, and practice/research relevant to the role
13. Provide advice, support and training to colleagues in partnership agencies as necessary.
14. Maintain appropriate written and database client records, and undertake appropriate administrative tasks in a timely manner.
15. Contribute to monitoring and reviewing procedures.
16. Encourage service users to participate in service development and actively seek feedback on the service from stakeholders.
17. Ensure quarterly statistics and Key Performance Indicators are achieved.
18. Maintain confidentiality in accordance with WCADA Limited's policy and procedure, and with any statutory/contractual requirements.
19. Work in a non-judgmental, anti-discriminatory and inclusive way at all times.
20. Willing to work flexible hours to respond to the needs of the service.
21. Carry out all tasks with professionalism and in line with the agencies policies and procedures, in particular Lone Working.
22. Promote a positive profile of the agency.
23. Undertake other reasonable duties as requested by the management team.

Person Specification

	Desirable	Essential
Qualifications and Training		
NVQ 3 in Health & Social Care and/or relevant professional qualification. Considerable relevant experience would be considered in lieu of formal qualifications.		✓
Knowledge		
Knowledge of local and national resources	✓	
Knowledge of different approaches to working with substance use		✓
Knowledge of legislation pertinent to the role including Safeguarding		✓
Knowledge of working with substance use in community and outreach settings		✓
Skills		
Ability to organise own time and work on own initiative		✓
Substance use assessment and care planning skills		✓
Ability to complete risk assessments and manage risk		✓
Group/awareness session delivery skills	✓	
Excellent communication and interpersonal skills		✓
Ability to use online communication methods such as Microsoft Teams, Skype, and Zoom.	✓	
Good IT, report writing and note keeping skills, including maintaining all client records as required		✓
An ability to work as part of a team		✓
High level of motivation and enthusiasm		✓
Experience		
Experience of delivering services to substance users		✓
Experience of liaising with other specialist and non-specialist agencies	✓	
Experience of working with the harm reduction model		✓
Additional Requirements		
Full driving licence with access to own transport to be used for work purposes with appropriate insurance		✓
Committed to promoting the Welsh Language		✓
Commitment to WCADA's vision and values		✓

Please note: Applicants who are in recovery must have been stable in their recovery for at least the past two years. We cannot accept applications from any individuals who are not stable in their recovery; this is to ensure their own wellbeing and the wellbeing of our service users.