



The Forward Trust Job Description

Position Title	Outreach Recovery Worker	Reports to	Team Leader
Location: Swale			

Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

Role/Team Overview

Working within an integrated healthcare framework to provide support to drug and alcohol users aged 18 and over (dependent on service). Services are designed to deliver Psychosocial Drug and Alcohol Interventions for Service users that are identified as having an Alcohol or drug problem.

Services will deliver client centred treatment using both harm reduction and abstinence based treatment approaches depending on the requirements of the individual client. You will be required to manage a caseload, provide appropriate harm reduction advice and guidance, assess, care plan; deliver structured 1:1 and group-work sessions including structured treatment programmes. Through care and integration with other services such as Housing, Employment, Healthcare services, Probation and CRCs are an essential element of the work. You will be responsible for contributing to the targets set by Forward and the local commissioners. One of the key targets will be measuring outcomes, so co-operative working relationships with other partner agencies is vital to this role

Flexibility will be required in this role, this may include some evening/weekend shift and with reasonable notice to travel to other projects in your cluster to deliver services, enabling continuity of care for the client group.

Accountabilities

Strategy

The purpose of this role is to provide intensive support to service users with multiple needs including co-occurring conditions. This cohort are at greater risk of harm and early death due to the complexity of presenting issues. The intensive engagement support by outreach and case management interventions will help these individuals to engage in recovery and consequently improve outcomes for them

Service Delivery

- Focus on clients that are accessing opiate substitute therapy who are at risk of disengaging from treatment, but also alcohol dependent clients that may have challenges travelling to services due to comorbidities.
- Offer extra support to prevent high risk clients dropping out of treatment
- Work to re-engage those who drop out of treatment as soon as possible
- Use an assertive outreach model that will be outward facing to ensure we are doing all that we can to keep them in treatment
- Support high-risk clients to successfully access and engage with treatment.
- Coordinate and work alongside Health care to monitoring and manage client health and minimise risks of harm.
- Develop and contribute to assessment and care planning of service users, supporting and coordinating their engagement with specialist agencies to address all their support needs.
- Support clients with their care plan including referral to support services in the community, advice and guidance on housing, benefits and training and employment.
- Actively promote an increase in Naloxone and needle exchange provision

Performance Management

- Ensure groups and programmes are facilitated and co-facilitated to the standard required by Forward and in accordance with any relevant manuals.
- Meet required KPI's to corresponding deadlines, as set out by the Service Manager.
- Plan and manage your workload effectively, making sure that clients are prioritised appropriately and seen in a timely manner.
- Review ongoing care and treatment liaising closely with healthcare and other agencies.
- Adopt a Reflective practice and make use of supervision to identify areas of strength and personal development needs.

Departmental Management

- Proactively approach integrated ways of working support and adopt a multidisciplinary approach.
- Meet targets and deadlines in accordance with contractual standards.
- Contribute to the overall smooth running of the service by being proactive and solution focused.

Quality and Safety

- Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
- Alert management to any significant risks or problems arising in the course of managing and monitoring the services.
- Abide by all Forward's policies and procedures and encourage others to do the same.

- Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Service Manager and (where appropriate) the Head of Governance, in accordance with Forward's risk management protocols.
- Attend Regular Safeguarding Training refresher
- Reports any concerns related to Safeguarding of Adults and Children as per Forward policies and prison security.
- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
- Carry out the second signatory process and oral swab testing in services where this is required.
- Keep up to date technically on all relevant matters and strive for continuous professional development

Systems and Policy

- Use IT efficiently to support your role.
- Ensure you have agreed working protocols set between multi-disciplinary agencies and share information appropriately.
- Make full use of the information systems available to you such as Illy, Intranet, email.
- Work towards Forward's mission and values within current policies and good practice

Administration

- Ensure case management documentation is maintained to the expected audit standards.
- Ensure data capture forms are submitted in a timely manner in order to reflect outcomes on NDTMS.
- Complete and maintain care plans and assessments to the required standards. Ensure that those are reviewed at regular intervals to reflect the client's changing needs and risks
- Provide reports on outcomes to the service.

Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by Line Management

Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	Essential Criteria
D	Desirable Criteria
Criteria Measure	
A	Application
I	Interview
T	Test

Knowledge, Skills and Experience		
Knowledge of OST and harm reduction	E	A/I
Experience of working within the substance misuse services.	E	A/I
Experience of carrying out comprehensive assessments, risk management plans and the design and implementation of SMART care plans.	E	A/I
Experience of delivering structured interventions to service users.	E	A/I
Experience of facilitating groups.	E	A/I
Using motivational interviewing techniques in both 1:1 and group settings.	E	A/I
Strong IT skills.	E	A/I
Understanding of continuity of care, holistic care needs and community services	E	A/I
Experience of promoting and supporting Equality and Diversity	E	A/I
Knowledge of the issues facing substance misusers.	E	A/I
Knowledge of the Recovery Agenda.	E	A/I
Knowledge of Safeguarding	E	A/I
A thorough knowledge of and commitment to the 12-step process of recovery from addiction.	D	A/I
Knowledge of Community support Services	D	A/I
Knowledge of the criminal justice sector	D	A/I
Previous experience of working within a community or a prison setting.	D	A/I
Utilising clinical supervision.		
Knowledge of NHS health and wellbeing outcomes.	D	A/I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
Adaptability – Can work in fast-paced changing environments	E	A/I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I

Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback in order to further develop	E	A/I
Innovative – Continually searching for better ways of working	E	A/I
Qualification		
Level 3 Diploma in Health and Social Care	D	A/I
Any qualification in substance misuse	D	A/I
Counselling qualification	D	A/I