

The Forward Trust Job Description

Position Title	Hostel In-Reach Worker	Reports to	Team Leader
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Introducing Forward Trust

We are Forward, the social enterprise that empowers people to break the cycle of crime or 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. You will offer support to service users across Canterbury in the supported accommodation hostels they are residing in. You will carry a smaller caseload to offer an enhanced level of support and flexibility for those with high complexity and experience to barriers to engagement. This will be underpinned by Trauma Informed approaches. The Dedicated skilled workers will have an understanding of the unique needs of those at risk of rough sleeping and co-ordinate care, e.g. liaison with housing support workers and facilitating access to primary care services.

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

- Take an active role in the implementation and achievement of team objectives
- Build strong relationships with, and makes full use of the support offered by, Line Management and Head Office functions.

Service Delivery

- Carry out assessments risk/initial/comprehensive to inform treatment journeys. Carry out interventions relevant to individual client needs including 1:1 sessions and group work/programme facilitation.
- Referring and working in partnerships with other agencies including training and employment and family support Services to ensure that all client needs are met
- Coordinate and work alongside Health care to monitoring and manage client health and minimising 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.
- Motivate client to engage with support services identified in care plan and risk assessment.
- Support client with their care plan including referral to support services in the community, advice and guidance on housing, benefits and training and employment.

Performance Management

- Meet required KPI's to corresponding deadlines, as set out by the Service Manager.
- Plan and manage your caseload 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 multi-disciplinary 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 riskmanagement 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

Person Specification

Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.

Essential

Skills and Experience

- Experience of working within the substance misuse services.
- Experience of carrying out comprehensive assessments, risk management plans and the design and implementation of SMART care plans.
- Experience of delivering structured interventions to service users.
- Experience of facilitating groups.
- Using motivational interviewing techniques in both 1:1 and group settings.
- Strong IT skills.
- Understanding of continuity of care, holistic care needs and community services
- Experience of promoting and supporting Equality and Diversity

Knowledge

- Knowledge of the issues facing substance misusers.
- Knowledge of the Recovery Agenda.
- Knowledge of Safeguarding

Desirable

Knowledge, Skills and Experience

- A thorough knowledge of and commitment to the 12-step process of recovery from addiction.
- Knowledge of Community support Services
- Knowledge of the criminal justice sector
- Personal experience of addiction/imprisonment (Addicts in recovery should have at least 3 years clean time. Ex-prisoners should have been released at least 5 years ago).
- Previous experience of working within a community or a prison setting.
- Utilising clinical supervision.
- Knowledge of NHS health and wellbeing outcomes.

Qualifications

- Level 3 Diploma in Health and Social Care or similar.

Forward's Mission and Values

Our vision:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

Our mission:

Is to bring lasting change to people's lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

Our values:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

Empowering: We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.

Collaborative: We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.

Expert: We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.

Courageous: We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it's needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.

Innovative: We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

Competencies

Self-Awareness/Management: Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

Relationship Building: Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

Effective Communication: Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

Honesty and Integrity: Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honouring confidentiality and always acting in a manner consistent with the values of Forward.

Open to Change: Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

Positive Attitude: Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

Commitment and Accountability: Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

Creativity and Innovation: Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for Forward.