



The Forward Trust Job Description

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

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

- To engage with individuals who have adopted 'street-based living' including rough sleepers and beggars with a view to engaging them in appropriate services and moving them into more settled lifestyles.
- Increase service user choice, service user involvement and empower service users to maintain sustainable change; working collaboratively and proactively to ensure that services are fully co-ordinated and are working collectively towards the achievement of goals and positives outcomes for each individual client.
- To build and develop service users' personal strengths and social networks in the UK and/or in the individual's country of origin. To provide a range of flexible and effective interventions to engage with hard to reach service users.

Accountabilities

- To identify and establish contact with rough sleepers and beggars, working within protocols to rapidly assist service users through street outreach shifts at a variety of times and a range of locations.
- To identify and establish contact with entrenched rough sleepers, including those unwilling to engage with services, providing assertive outreach.
- To assist homeless service users to be discharged from hospital at an appropriate time by moving them into appropriate accommodation as quickly as possible.
- To work closely with the drug and alcohol teams within the service to ensure that substance misusers and problem drinkers are able to access treatment.
- To advise service users regarding their substance misuse, using recognised theoretical models (e.g. Motivational Interviewing), supporting them to identify and explore concerns before deciding on a possible course of action.
- To work with Mental Health Agencies to ensure that where appropriate, service users have access to address their mental health issues.
- To work proactively to ensure that service users have access to ongoing healthcare.

- To divert people who are new to rough sleeping when appropriate and to encourage and assist people to return to their home communities.
- To work closely with the Housing Strategy Team and Supported Housing Providers across the local area in order to maximise accommodation opportunities for the service user group.
- To convene and contribute to service user case conferences where appropriate.
- To work closely with all partner services, sharing appropriate information and ensuring that action plans are carried through.
- To represent the team at external forums where appropriate and requested to do so.
- To participate in the ongoing statistical analysis of rough sleepers, as part of the MHCLG ongoing monitoring programme.
- To participate in street counts when requested.
- To maintain accurate and comprehensive service user records in line with Forward's procedures and protocols and the requirements of the local authority, maintaining confidentiality and sharing information with appropriate agencies.
- To participate in patterns of shift work to enable the team to maximise potential contact with service users, which will include working unsociable hours and sometimes in severe weather conditions.

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, training and supervision processes.
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Promote anti-discriminatory practice in ways which are consistent with professional and legislative frameworks and organisational policies.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post.

This post is subject to a DBS check at an enhanced level.

Role Criteria

Criteria Requirement	
E	Essential Criteria

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

D	Desirable Criteria
A	Application
I	Interview
T	Test

Knowledge, Skills and Experience		
Understanding of the needs of people who are rough sleeping and/or begging	E	AI
In-depth knowledge of at least one of the following: substance misuse, alcohol misuse, mental health.	E	AI
Understanding of service users who have multiple and complex needs.	E	AI
Understanding the importance of multi-agency working within a strength based, asset building approach and maintaining professional boundaries.	E	AI
Experience of facilitating multi-agency meetings.	D	AI
Experience of and a commitment to, working positively in partnership with a range of statutory and voluntary agencies.	D	AI
Good administrative, recording and reporting skills.	E	AI
Knowledge of safeguarding procedures applicable to children and vulnerable adults.	E	AI
Knowledge of Supported Housing	D	AI
The ability to work with confidence and patience with clients unwilling to engage with services and those that exhibit challenging behaviour.	E	AI
The ability to work unsociable hours as and when required.	E	AI
Good level of IT literacy, including the ability to use IT systems, including Microsoft Office applications.	E	A
Ability to critically reflect and evaluate interventions, service delivery and areas for development	D	AI
Experience of working as part of an outreach team	D	AI
Experience of working with rough sleepers	D	AI
Experience of working in a social care environment	D	AI
Experience of working within the substance misuse sector	D	AI
Knowledge of local services and geography	D	AI
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	
Adaptability – Can work in fast-paced changing environments	E	
Confidence – Has confidence in own abilities, and able to communicate clearly and concisely	E	
Team Work – Works in harmony with colleagues to deliver results	E	



Open to Feedback - Open to constructive feedback in order to further develop	E	
Innovative – Continually searching for better ways of working	E	