



The Forward Trust Job Description

Position Title	Complex Needs Recovery Worker x 2 posts	Reports to	Service Manager and Team Leader
Location: Drug and Alcohol Community Service – Thurrock			

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

Make a real difference in Thurrock – support people facing multiple challenges.

The Forward Trust is excited to recruit two Complex Needs Drug & Alcohol Workers to join our innovative Thurrock service. These roles will support individuals with overlapping needs including substance misuse, mental illness, physical health needs, homelessness, trauma, offending, learning disabilities and domestic abuse.

You will deliver trauma-informed support, harm reduction, advocacy, and outreach, while also representing Forward Trust at stakeholder events and delivering training to professionals.

What You'll Do

- Manage a caseload of complex-need clients.
- Engage hard-to-reach individuals, including those with learning disabilities.
- Support people in women's refuges, hostels, supported accommodation and community settings.
- Deliver harm reduction and structured interventions.
- Navigate people safely through detox and residential rehab (T4) pathways from referral to aftercare.
- Deliver drug & alcohol awareness training to local partners.
- Attend stakeholder meetings and promote Forward Trust.
- Advocate for service users across multiple systems.
- Work collaboratively with mental health, housing, probation, and social care colleagues.

What You'll Bring

- Experience supporting vulnerable adults or people with complex needs.
- Knowledge of substance misuse, harm reduction, treatment options and T4 processes.
- Strong communication, advocacy, resilience, and flexibility.
- Ability to work independently and as part of a strong team.
- Knowledge of Thurrock (desirable).
- Lived experience of recovery (desirable).

Training and ongoing professional development will be provided.

Why Join Us?

- A supportive, inclusive, and values-driven team culture.
- Opportunities for professional development and career progression.
- Access to specialist training in harm reduction, trauma-informed practice, and psychosocial interventions.
- The chance to make a meaningful, lasting impact on people's lives, families, and the wider Thurrock community.

Accountabilities

Strategy

- Contribute to service-wide strategies that improve engagement with individuals facing multiple disadvantages, including substance misuse, homelessness, mental health, physical health issues, learning disabilities, trauma and domestic abuse.
- Promote a strengths-based, trauma-informed, harm reduction approach across the service.
- Support The Forward Trust's strategic aim to improve recovery outcomes, increase engagement, and reduce drug- and alcohol-related harms in Thurrock.
- Represent The Forward Trust at local forums, stakeholder events, professional meetings, and strategic partnership groups, ensuring the organisation's values and model are promoted effectively.
- Support the development of Thurrock's integrated, multi-agency models for complex needs by sharing frontline insights and proposing improvements.
- Contribute to strategic planning for detox and rehab (T4) pathways to ensure safe, effective access and strong aftercare processes.

Service Delivery

- Engage and build trusting relationships with hard-to-reach clients, including those with learning disabilities, trauma histories, homelessness, or criminal justice involvement.

- Provide flexible, trauma-informed support in community settings, including women's refuges, hostels, temporary accommodation, supported accommodation, GP surgeries, and public spaces.
- Deliver harm reduction interventions (e.g., safer using advice, overdose prevention, BBV awareness, naloxone training).
- Complete comprehensive, trauma-informed assessments and personalised support care plans reviews, screenings, BBV tests
- Navigate individuals safely through detox and residential rehabilitation (Tier 4 / T4) processes, including assessment, referral, preparation, placement monitoring and aftercare.
- Advocate strongly for service users to ensure access to housing, mental health support, benefits, safeguarding support and treatment pathways.
- Deliver drug & alcohol awareness training to professionals across Thurrock, improving the capability of the wider system to support vulnerable individuals.
- Actively promote The Forward Trust's services, vision and values through day-to-day work, professional presentations, and community engagement events.
- Provide assertive outreach to ensure ongoing engagement with clients who may disengage or face barriers to support.

Administration

- Maintain accurate and timely case notes, assessments, client centred care plans and reviews, risk assessment and risk management plans reviews, promptly complete onward referrals and outcomes data on the case management system.
- Complete all paperwork required for detox and rehab (T4) referrals, ensuring that risk, suitability and safeguarding information is comprehensive.
- Ensure all record-keeping is timely, complies with GDPR, confidentiality requirements, The Forward Trust policies and relevant legislative frameworks.
- Complete reports, monitoring returns, performance data and audit information as required.
- Manage emails, appointment planning, and client communications efficiently.
- Support the production of professional reports for multi-agency meetings such as MARAC, safeguarding, and complex case panels.

Departmental Management

- Play a proactive part in team meetings, Multidisciplinary Team case discussions, reflective practice and service development initiatives.
- Contribute to team functioning through strong team focus, both with the psychosocial, clinical, recovery support teams, collaboration, flexibility, and a can-do attitude.
- Support the induction, mentoring and development of new staff, students placements, volunteers and peer mentors if required.
- Maintain positive relationships with partners including mental health teams, homelessness services, social care, primary care, domestic abuse services, and community organisations.

- Represent The Forward Trust professionally at stakeholder meetings, ensuring accurate and positive representation of the service.
- Provide feedback, insights and frontline intelligence to support service improvement and strategic development across Thurrock.

Quality and Safety

- Ensure all interventions follow evidence-based practice, harm reduction principles, and trauma-informed approaches.
- Adhere to The Forward Trust and statutory safeguarding policies for adults and children, reporting concerns promptly.
- Conduct dynamic risk assessments and ensure safe working practices at all times.
- Maintain strong professional boundaries, especially when supporting vulnerable or chaotic individuals.
- Participate in quality audits, case reviews, reflective sessions and supervision to maintain high standards of practice.
- Ensure safe and effective processes for clients undertaking detox and rehab (T4), including preparation, coordination, risk management and aftercare.
- Uphold The Forward Trust's values of hope, empowerment, safety, integrity and compassion in all work.

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		
Experience outreach substance misuse, harm reduction and treatment pathways	E	A/I
Experience engaging hard-to-reach or ambivalent service users	E	A/I
Experience in completing assessments initial and/or comprehensive, compiling risk management plans	E	A/I
Delivering drug & alcohol awareness training to professionals.	E	A/I
Experience with partnership working	E	A/I

Experience and a good understanding of safeguarding (adults & children)	E	A/I
Ability to maintain professional boundaries	E	A/I
Understanding of the Tier 4 process for detox and rehab applications	D	A/I
Strong communication, interpersonal and rapport-building skills	E	A/I
Ability to work flexibly and adapt to service needs	E	A/I
Ability to work as part of a team and contribute positively to team culture	E	A/I
Accurate record-keeping and IT competency (case notes, emails, systems)	E	A/I
Understanding of GDPR, confidentiality, and information governance	E	A/I
Lived experience of recovery (used safely and professionally)	D	A/I
Commitment to equality, diversity, and inclusive practice	E	A/I
Experience delivering harm reduction or structured brief interventions	E	A/I
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	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		
A Diploma in Health & Social Care or equivalent qualifications	D	A/I