



The Forward Trust Job Description

Position Title	Rough Sleepers Recovery Worker	Reports to	Team Leader
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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

An exciting opportunity to support the Rough Sleepers Initiative in Canterbury working closely with our clients supporting them to move away from the streets into accommodation and helping to prevent street homelessness where possible. We are seeking an enthusiastic, empathetic individual who has a clear understanding of professional boundaries. Ideally you will have experience of promptly assessing, planning and completing actions with Homeless and/or vulnerable adults, in very complex situations.

This is a specialist role that will work alongside outreach workers within a multi-agency setting, working to deliver support to homeless drug and alcohol users aged 18 and over, the roles main responsibilities will be to:

- Carry a small caseload of the most complex clients
- Provide advice, support and training to other outreach workers
- Help to develop effective pathways for hard to reach people into treatment and support services

You will deliver client centred support using both harm reduction and abstinence-based treatment approaches depending on the requirements of the individual client. You will be required to provide appropriate harm reduction advice and guidance, assess, care plan; deliver structured 1:1 and group-work sessions. Through care and integration with other services such as Healthcare services, Probation and Housing Options Teams are an essential element of the work.

You will be responsible for contributing to the targets set by Forward and the Rough Sleeper Initiative. One of the key targets will be measuring outcomes, so co-operative working relationships with other partner agencies is vital to this role.

This role will cover the geographic area of the Canterbury District. Due to the nature of the role there may be occasions when travel outside of this district could be essential to support clients placed in emergency accommodation out of area.

Flexibility will be required in this role and may include some early mornings, late evenings or weekend work.

Accountabilities

Strategy

- Take an active role in the implementation and achievement of the new integrated homelessness support service
- Support the development of drug and alcohol support within a homelessness support framework
- 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 and support journeys.
- Carry out interventions relevant to individual client needs including harm reduction, contingency management and 1:1 sessions.
- Work in conjunction with the CMHT to support stabilisation where dual diagnosis has been identified.
- Support access to appropriate health care services such as T.B. and BBV testing and where needed utilise contingency management interventions.
- To support the co-ordination of inpatient detox services.
- Coordinate and work alongside Health care to monitor 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

- 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 Street Population Co-ordinator and Line 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 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 and Thanet District Council / RISE policies.
- 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 / Urine / Breath 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 In-Form, 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.
- Where appropriate, 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		
Experience of working within the substance misuse services.	D	I
Experience of carrying out comprehensive assessments, risk management plans and the design and implementation of SMART care plans.	D	I
Good experience of delivering harm reduction interventions	D	I
Experience of delivering structured interventions to service users.	D	I
Experience of facilitating groups.	D	I
Using motivational interviewing techniques in both 1:1 and group settings.	D	I
Strong IT skills.	E	I
Understanding of continuity of care, holistic care needs and community services	D	I

Knowledge of the issues facing substance misusers and people experiencing homelessness.	D	I
Knowledge of harm reduction relating to different substances, drug combinations, routes of use and interactions with different mental illnesses.	D	I
Knowledge of the Recovery Agenda.	D	I
Knowledge of Safeguarding	E	I
A knowledge and understanding of Trauma Informed Care (TIC) and Psychologically Informed Environments (PIE)	D	I
Previous experience of working with people sleeping rough and experiencing homelessness	D	I
A thorough knowledge of and commitment to the 12-step process of recovery from addiction.	D	I
Knowledge of Community Support Services	D	I
Knowledge of the criminal justice sector	D	I
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).	D	I
Previous experience of working within a community or a prison setting.	D	I
Utilising clinical supervision.	D	I
Knowledge of NHS health and wellbeing outcomes.	D	I
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	I
Adaptability – Can work in fast-paced changing environments	E	I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	I
Team Work – Works in harmony with colleagues to deliver results	E	I
Open to Feedback - Open to constructive feedback in order to further develop	E	I
Innovative – Continually searching for better ways of working	E	I
Qualification		
Any qualification in substance misuse or health care	D	I