The Forward Trust Job Description

**Position Title**  Outreach Liaison Worker

**Reports to**

Team Leader

# 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 Southend on Sea in the supported accommodation hostels and B&B’s they are residing in. You will manage a reduced caseload to provide more personalised support and greater flexibility for individuals with complex needs and significant barriers to engagement. This will be underpinned by Trauma Informed approaches. The dedicated skilled worker 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. This service will be a time limited transition support up until the individual Is settled in accommodation or is engaging fully with the core service.

The successful applicant will work more closely with hospitality (night-time economy, pubs, clubs, festivals, etc) –  including through existing police and licensing contacts.

You will be expected to support with ad hoc requests from the police cells and courts to complete assessments pertaining to possible court orders.

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 early morning/evening/weekend shift and with reasonable notice to travel to other projects in your cluster to deliver services, enabling continuity of care for the service user 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.

Build strong relationships with partner agencies to ensure a holistic approach to service user care.

## Service Delivery

* Carry out assessments risk/initial/comprehensive to inform treatment journeys. Carry out interventions relevant to individual service user 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 service user needs are met
* Coordinate and work alongside healthcare to monitorand manage service user 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.
* Through assertive engagement , motivate service user to engage, with support services identified in care plan and risk assessment.
* Support service user 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 service users 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 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 service user’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

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

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| **Role Criteria** |

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

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

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| **Knowledge, Skills and Experience** | | |
| **Understanding of the needs of people who are rough sleeping, begging/ and/or in the criminal justice system** | E | AI |
| **In-depth knowledge of at least one of the following: substance misuse, alcohol**  **misuse, mental health, criminal justice** | E | AI |
| **Understanding of service users who have multiple and complex needs.** | D | AI |
| **Understanding the importance of multi-agency working within a strength based, asset building approach and maintaining professional boundaries.** | D | 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 |
| **Basic understanding 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 service users 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 |
| **Experience of working in the criminal justice 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, has good eye contact 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 |  |