



## The Forward Trust Job Description

<b>Position Title</b>	<b>Engagement Recovery Worker</b>	<b>Reports to</b>	<b>Service Manager and Team Leader</b>
<b>Location: Thurrock Service</b>			

### 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 your community

Are you passionate about supporting people affected by drug and alcohol use? Do you have the empathy, resilience, and motivation to help individuals make positive changes in their lives? We are looking for a dedicated Engagement Worker to join our Drug & Alcohol Service and play a key role in supporting people on their recovery journey across Thurrock.

This is a rewarding opportunity to work within a compassionate, forward-thinking team that prioritises harm reduction, early engagement, and recovery-focused practice. Lived experience of recovery is welcomed and valued when used safely, ethically, and professionally.

#### About the Role

As an Engagement Worker, you will:

- Engage individuals early to reduce harm and help them access treatment and health interventions.
- Deliver brief, structured interventions for people using alcohol, opiates, cannabis, stimulants, NPS, and performance-enhancing drugs.
- Provide outreach support across Thurrock's community settings, including hostels, GP surgeries, community hubs, and public spaces.
- Offer harm reduction advice, including safer use information and overdose prevention.
- Work collaboratively with service users to develop strengths-based support plans.
- Build positive, professional relationships that encourage people to move towards recovery.



- Maintain strong professional boundaries, manage risk, and uphold safeguarding responsibilities.
- Work in partnership with local services across Thurrock to support holistic, coordinated care.

### **What We're Looking For**

We welcome applicants from all backgrounds, including people with lived experience of recovery, provided it can be used safely and professionally.

You will bring:

- Compassion, resilience, and a non-judgmental approach.
- Experience supporting vulnerable adults or working in a community-based setting.
- Confidence engaging individuals who may be reluctant or ambivalent about accessing support.
- Understanding of substance misuse, harm reduction, and safeguarding.
- Ability to maintain clear professional boundaries at all times.
- Strong communication, organisational, and record-keeping skills.
- Ability to work independently and as part of a team.
- Local knowledge of the Thurrock area, including community hubs, referral pathways, and local support networks (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**

### **Service User Engagement & Support**

- Engage individuals at the earliest opportunity to reduce harm and support access to treatment.

- Build trusting, professional relationships that encourage individuals to explore change.
- Deliver harm reduction interventions including safer use advice, overdose prevention, naloxone training, and needle exchange support.
- Provide structured brief interventions for alcohol, opiates, cannabis, stimulants, NPS, and PEDs.
- Complete strengths-based assessments and co-produce personalised support plans.
- Offer community outreach to support individuals who may not access services.
- Work collaboratively with the Complex Needs Recovery Workers & Recovery Coordinators to ensure smooth transitions, effective joint working, and consistent support for individuals with higher or co-occurring needs.

## Lived Experience (if applicable)

- Use lived experience ethically and professionally to build rapport and inspire hope.
- Ensure lived experience is shared safely, appropriately, and within clear professional boundaries.

## Safeguarding & Risk Management

- Identify and respond to safeguarding concerns involving adults, children, and families.
- Work in line with statutory and organisational procedures to manage risk.
- Maintain professional boundaries and promote safe practice for all.

## Confidentiality & Record Keeping

- Maintain accurate, timely case notes and documentation.
- Ensure compliance with GDPR and information governance.
- Share information appropriately where safety or legal obligations require it.

## Partnership & Multi-Agency Work

- Work collaboratively with health services, mental health teams, social care, probation, housing, and community organisations.
- Act as part of a wider multi-disciplinary team, contributing to joint plans coordinated by Complex Needs Recovery Workers & Recovery Coordinator team.
- Advocate for service users to access holistic support.

## Strategy

### Early Engagement & Harm Reduction

- Use flexible, proactive methods to engage individuals who may be reluctant to access support.
- Apply harm reduction principles to minimise immediate risks and support long-term recovery.

## Strengths-Based & Recovery-Focused Practice

- Empower individuals to recognise their strengths, set goals, and build resilience.
- Use trauma-informed and motivational techniques to support progress.

## Ethical Use of Lived Experience

- Model resilience and positive recovery behaviours while respecting boundaries.
- Use lived experience to reduce stigma, build trust, and inspire hope.

## Collaborative & Family-Aware Working

- Work closely with partners, including the Complex Needs Recovery Workers & Recovery Coordinators team, to provide wraparound support.
- Recognise and address the impact of substance use on families and dependants.

## Continuous Development

- Engage in training, supervision, and reflective practice.
- Offer insights to help shape service development and improvement.

## Service Delivery

- Act as the first point of contact for walk-in service users seeking support or assessment.
- Handle telephone enquiries, offer information, and arrange assessment appointments.
- Complete initial assessments to establish presenting needs, risks, and treatment readiness.
- Complete comprehensive assessments to inform support planning and intervention pathways.
- Provide high-quality, empathetic, person-centred support at all times.
- Deliver structured, evidence-informed interventions.
- Maintain a welcoming, accessible, and non-judgmental service environment.
- Conduct outreach across Thurrock (hostels, GP surgeries, community hubs, public spaces).
- Promote harm reduction and recovery-focused practice consistently.
- Work flexibly across locations and service needs, adapting to meet operational demands.

### Quality and Safety

- Work within safeguarding, health & safety, and risk-management procedures.
- Maintain strong professional boundaries.
- Participate in quality audits, reviews, and service evaluation.
- Provide trauma-informed, culturally competent, and evidence-based practice.
- Take part in supervision, reflective practice, and ongoing learning.

### Administration

- Maintain accurate case notes, assessments, and support plans.
- Complete data entry, reporting, and documentation to required standards.
- Manage caseload organisation, emails, appointments, and workflows effectively.
- Adhere to GDPR and all information governance requirements.

### Departmental Management

- Contribute to team meetings, service development, and improvement planning.
- Work as a strong team player, supporting colleagues, sharing knowledge, and contributing to a positive team culture.
- Collaborate closely with the Complex Needs Recovery Workers & Recovery Coordinators to ensure integrated and coordinated service delivery.
- Represent the service in multi-agency meetings and case discussions.
- Support volunteers, or peer mentors as required.
- Uphold service values and represent the department professionally across Thurrock.

## 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	
<b>E</b>	<b>Essential Criteria</b>
<b>D</b>	<b>Desirable Criteria</b>
Criteria Measure	
<b>A</b>	<b>Application</b>
<b>I</b>	<b>Interview</b>
<b>T</b>	<b>Test</b>

### Knowledge, Skills and Experience

Experience supporting vulnerable adults or working in a community-based setting	E	A/I
Experience engaging hard-to-reach or ambivalent service users	E	A/I

Experience completing assessments (initial and/or comprehensive)	E	A/I
Ability to act as first point of contact for service users (walk-ins and phone enquiries)	E	A/I
Knowledge of substance misuse, harm reduction, and recovery approaches	E	A/I
Understanding of safeguarding (adults & children)	E	A/I
Ability to maintain professional boundaries	E	A/I
Ability to work with Complex Needs Recovery Workers & Recovery Coordinators	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
<b>Personal Attributes</b>		
<b>Proactivity</b> – Quick thinking with a high level use of initiative	E	A/I
<b>Resilience</b> – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
<b>Adaptability</b> – Can work in fast-paced changing environments	E	A/I
<b>Confidence</b> – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
<b>Team Work</b> – Works in harmony with colleagues to deliver results	E	A/I
<b>Open to Feedback</b> - Open to constructive feedback in order to further develop	E	A/I
<b>Innovative</b> – Continually searching for better ways of working	E	A/I

Qualification		
A Diploma in Health & Social Care or equivalent.	D	A/I