Job Title: HOPE (Harrogate Outreach, Prevention and Engagement) Worker

Project: Harrogate – North Yorkshire Services

Salary: £18,289 - £21,146

Hours: 37

Duration: Temp Contract until July 2020

Clearance required: Enhanced DBS

Responsible to: Specialist Services Manager

Job Purpose:

Working on a pilot project funded by the Police and Crime Commissioner North Yorkshire via the Community Fund the postholder will:

- Work flexibly in an assertive outreach capacity to engage and support substance using individuals who have multiple complex needs, providing advice and interventions and assisting them to access the services and help they require in order to improve their lives and wellbeing

- Work closely with the SAFE (Service for Adults Facing Exclusion) Project (Harrogate Homeless Project), ensuring an intensive, responsive and joined up approach to working with mutual service users

The post will involve working with difficult to engage individuals who have been highlighted as presenting high repeat demand on health and social care and emergency services, with ineffective contact with mainstream services and facing multiple exclusions.

Main duties and responsibilities:

- Deliver intensive support around drugs, alcohol and related health issues to service user on the SAFE caseload, with a focus on harm reduction
Job Description

- Engage with those individuals with multiple complex needs who are not currently engaged with, or are evidencing faltering engagement with, substance use services (North Yorkshire Horizons)

- Manage a small caseload of service users and review ongoing care and treatment liaising closely with the full range of specialist workers within the multi-agency team, including family members and significant others as appropriate

- Attend relevant meetings of the Community Safety Hub and other forums as appropriate to meet the needs of individuals engaged with the service

- Support service users to access resources and services to increase their recovery capital to help them achieve their recovery goals and promote family, carer and service user involvement

- Act as a link worker between substance use services, including criminal justice workers, and SAFE with the aim of facilitating appropriate and flexible care for those service users who have difficulty engaging in structured treatment

Key duties:

- Carry a case load of complex service users and contribute to personalised recovery plans

- Conduct regular reviews of each service users recovery plan and support and encourage service user ownership of the plan

- Contribute to and develop robust risk assessment and risk management plans

- Provide harm reduction and health promotion advice and information to service users

- Facilitate access to structured treatment for drug and alcohol use

- Provide in-reach drop-in provision at appropriate local services

- Build trust and rapport with service users

- Provide assertive and persistent support to ensure effective engagement to achieve service users self-identified goals and aspirations

- Act as a single point of contact, planning contact flexibly to meet individual needs

- Regularly review and address barriers to progress in partnership with the multi-agency team

- Work to identify and overcome triggers/crisis points that may cause disengagement

- Act as an advocate for service users, supporting them to access services relevant to their needs and influencing system flexibility

- Maintain comprehensive records, updating case notes and databases in an accurate and timely way

- Identify and respond to safeguarding concerns in line with agency policies and procedures
Job Description

Partnership Working:

- Participate in and contribute to multi-agency meetings and initiatives and shared working to improve outcomes for service users
- Maintain service user confidentiality compatible with the effective sharing of information with appropriate agencies to achieve the best outcomes for service users, adhering to relevant Information Sharing Agreements
- Develop effective working relationships with key voluntary, statutory and support services and their staff in order to improve the response to people with multiple complex needs
- Identify opportunities to influence system change, addressing barriers faced by service users in accessing services relevant to their needs
- Act as a point of liaison between substance use services and SAFE, contributing holistic interventions relevant to service users substance use and wider health needs
- Contribute to the development of an ‘experts by experience’ approach, in support of SAFE

Monitoring and evaluation:

- Comply with all monitoring and evaluation systems, collecting and monitoring information as appropriate, providing reports when required and actively contribute to achieving successful outcomes for service users
- Maintain accurate and up-to-date records and databases, working in accordance with organisational polices and procedures
- Provide information, within accordance to the confidentiality policy, to the team involved with individuals in order to ensure a holistic approach
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- Uphold data protection legislation and local formally agreed information sharing protocols and service user confidentiality agreements
- Contribute to the sustainability of the provision, providing information as required and developing innovative approaches to service delivery and assisting with the exploration of funding opportunities

General:
- Comply with all aspects of the Humankind Code of Conduct and adhere at all times to national, local and Humankind Safeguarding policies and other policies
- Actively participate in supervision and be willing to personally reflect on interpersonal dynamics within the therapeutic relationship and provide evidence of achieving performance targets alongside other supervision requirements as detailed in the Humankind policy
- Recognise personal and professional boundaries and work within Humankind governance frameworks at all times
- Report all problems and incidents to line manager of Area Manager at the earliest opportunity
- Have commitment to the principles of equality and diversity and anti-oppressive practice
- Have due regard to personal safety at all times, following the peripatetic working policy and adhering to safe systems of work
- Undertake any other such duties as required within the spirit of the post

Note:
This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Humankind.
### Job Description

#### Person Specification

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
<th>Where evidenced</th>
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</thead>
<tbody>
<tr>
<td>Qualified to NVQ Level 3 Health and Social Care or equivalent or qualified through appropriate life or job experience</td>
<td>x</td>
<td>Application form/Interview</td>
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<tr>
<td>Experience of working with chronically excluded and vulnerable people</td>
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<td>Application form/Interview</td>
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<tr>
<td>Direct experience of service delivery to substance users</td>
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<tr>
<td>Experience of working in needle and syringe provision and providing specialist harm reduction advice</td>
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<td>Ability to carry out recovery care planning and to conduct risk assessments and develop risk management plans</td>
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<tr>
<td>Knowledge and understanding of blood borne viruses and treatment options available</td>
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<td>Application form/Interview</td>
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<tr>
<td>Knowledge and understanding of the range of services available for people with multiple complex needs</td>
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<td>Application form/Interview</td>
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<tr>
<td>Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children</td>
<td>x</td>
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<td>Application form/Interview</td>
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<td>Ability to organise own workload in response to supervision</td>
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<td>Application form/Interview</td>
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<td>Excellent communication, negotiation and advocacy skills and the ability to communicate clearly and concisely at all levels (both orally and in writing)</td>
<td>xx</td>
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<tr>
<td>Able to travel independently within the Harrogate and district locality (full driving licence and access to own transport desirable)</td>
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<td>Ability to work within and maintain professional boundaries</td>
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<td>Committed to the principles of equal opportunities and anti-discriminatory practice</td>
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<td>Experience of lone working and personal safety</td>
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<td>Ability to maintain appropriate records, to write reports and to complete any required monitoring returns</td>
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for fair chances