

# Outreach Practitioner

(Salary as advertised)

**Brent**

**37.5 hours per week**

**Permanent**

## 1. Main purpose of the role

The post holder will be an integral component of our early engagement provision and will work closely with our local stakeholders to engage, stabilise and where necessary re-engage service users who are misusing substances but unwilling to actively engage with our treatment service.

The core responsibilities of the Outreach Practitioner will be to:

- ▶ Conduct street outreach to engage/reengage individuals misusing substances
- ▶ Deliver satellite provisions within local services e.g. GPs, probation, hostels etc
- ▶ Conduct home visits to those with severe physical health conditions, those who are at risk of or who have disengaged and where concerns of service user's welfare exist, and contact cannot be made
- ▶ Promote the service at community events
- ▶ Provide screening, assessment, recovery planning, and onward referral
- ▶ Deliver brief interventions and extended brief interventions
- ▶ Work in collaboration with the police, local authority officers and other treatment agencies to minimise the prevalence of street drinking and anti-social behaviour

## 2. Reporting and working relationships

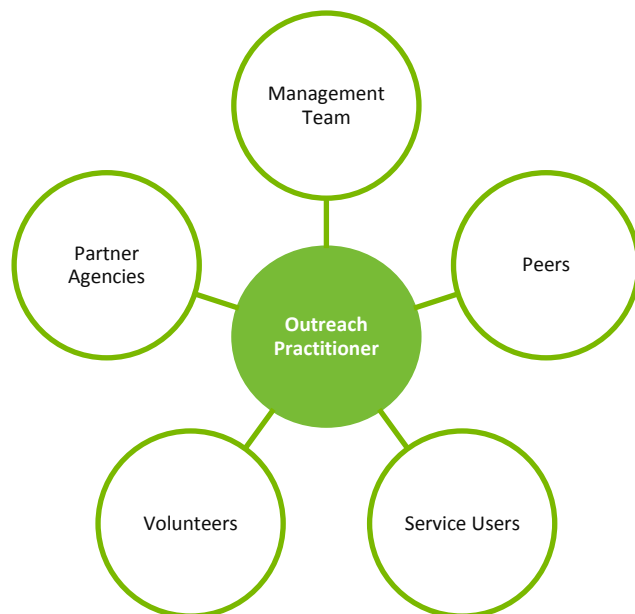
### Reporting relationships:

- ▶ Reports to:
- ▶ Outreach Team Manager



### Working relationships:

- ▶ Service Users
- ▶ Peers
- ▶ Volunteers
- ▶ Management Team
- ▶ Partner Agencies



## 3. Role-specific responsibilities

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| 3.1 | <ul style="list-style-type: none"> <li>▶ To provide assertive outreach in order to engage or re-engage individuals into treatment</li> <li>▶ To work creatively with clients who have complex needs to engage them into treatment</li> <li>▶ To conduct early and late outreach shifts according to service requirements</li> <li>▶ To deliver satellite provision within local services such as hostels</li> <li>▶ To promote the service at community events</li> <li>▶ To provide home visits to those who are unable to attend the service</li> <li>▶ To attend partnership meetings as required by the role</li> </ul> |
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	<ul style="list-style-type: none"> <li>▶ To carry out triage and comprehensive substance misuse assessments, risk assessments and develop person-centred Recovery Care Plans</li> <li>▶ To carry a service user caseload and undertake a variety of care coordination responsibilities; supporting service users throughout their treatment journey and providing structured one-to-one key working to all service users engaged in treatment in the service.</li> <li>▶ To actively promote and undertake a range of screening and harm reduction interventions including alcohol screening, BBV awareness and Dry Blood Spot Testing, offering harm reduction advice and engaging service users through the Needle Syringe Programme.</li> <li>▶ To carry out regular Recovery Care Plan reviews, attend and co-ordinate multi-disciplinary review meetings both within the service and with external parties where appropriate, and provide detailed reports for service users involved with statutory services.</li> <li>▶ To develop and facilitate group work programmes to support service users in their recovery and maximise outcomes.</li> <li>▶ To maintain accurate and timely service user records through the case management system in compliance with our Information Governance policy.</li> <li>▶ To work proactively and flexibly to prevent service users from dropping out of treatment and to re-engage them if they do.</li> </ul>
3.2	<ul style="list-style-type: none"> <li>▶ To fulfil all duties and responsibilities in relation to the safeguarding of children and vulnerable adults, identifying risks and taking appropriate action in accordance with local and organisational policies.</li> <li>▶ To support individuals to achieve key treatment outcomes using a variety of evidence-based approaches and tools such as ITEP Mapping, Motivational Interviewing, and Relapse Prevention.</li> <li>▶ To work collaboratively with other services to ensure effective coordination and delivery of care and promotion of recovery focussed treatment.</li> <li>▶ To develop and maintain effective working partnership relationships with criminal justice, local authority and treatment agencies.</li> </ul>
3.3	<p><b>Contributing to the promotion and success of the Capital Card® scheme</b></p> <ul style="list-style-type: none"> <li>▶ Follow the process for enrolling all consenting service users onto scheme and rewarding points for appropriate interventions</li> <li>▶ Actively promote the scheme, the Companion App and local spend partner opportunities to service users at every opportunity</li> <li>▶ Attend relevant training as required</li> </ul>

3.4	<p><b>General accountabilities</b></p> <ul style="list-style-type: none"> <li>▶ To ensure relevant service standards are met; those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with WDP policy and within the organisational clinical governance framework.</li> <li>▶ To be an active and positive member of the team.</li> <li>▶ To participate constructively and positively in staff and other meetings.</li> <li>▶ To comply with WDP’s policies and procedures.</li> <li>▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.</li> <li>▶ To comply with Infection Prevention and Control policies.</li> <li>▶ To observe professional integrity in relationships with all stakeholders.</li> <li>▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.</li> </ul>
<p><b>4. WDP’s commitment to you</b></p>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>

4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
<p><b>5. Your commitment to WDP</b></p>	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health &amp; Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p>

	Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder’s duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

<b>Person specification</b>		<b>E/D</b>	<b>Measured by</b>
<p>Essential and desirable requirements (E &amp; D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p><b>Please note</b> - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
<b>1.</b>	<b>Education, knowledge and experience</b>		
1.1	NVQ/QCF/RCF Level 3 in Health and Social Care or equivalent, or ability to complete this qualification.	E	A/I
1.2	A commitment to establishing partnerships with other professions to achieve good outcomes for the service user group, e.g. criminal justice agencies, community groups, treatment services.	E	A/I
1.3	An understanding of harm reduction approaches and their application across a variety of substances.	D	A/I
1.4	Experience of conducting assessments and developing, implementing and evaluating care plans.	D	A/I
1.5	Experience of conducting risk assessments and developing, implementing and evaluating risk management plans.	D	A/I

1.6	An understanding of the requirements of GDPR (General Data Protection Regulation) and other related legislation, and the obligations on services in relation to managing and sharing service user information.	E	A/I
1.7	Knowledge of required standards, as laid out by the Care Quality Commission (CQC) and National Institute for Clinical Excellence (NICE).	E	A/I
1.8	Experience of conducting assertive street outreach	D	A/I
<b>2.</b>	<b>Abilities and skills</b>		
2.1	Excellent written and verbal communication skills including IT competency	E	A/I
2.2	Ability to deliver one-to-one psychosocial interventions with service users at different stages of behaviour change, make appropriate assessment of need and draw up appropriate support packages.	E	A/I
2.3	The ability to accurately record information for data purposes and to work to deadlines for the submission of information, e.g. reports.	E	A/I
2.4	Ability to engage, motivate and support vulnerable individuals through group and one-to-one interventions.	E	A/I
2.5	Excellent time management skills, ability to work on own initiative, manage competing priorities and consistently maintain high standards.	E	A/I
2.6	Proven commitment to working flexibly in order to respond to service needs i.e. working hours, work settings.	E	A/I
2.7	Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	D	A/I
<b>3.</b>	<b>Working within WDP's framework of commitments to employees</b>		
3.1	An understanding of and commitment to safeguarding best practice.	E	A/I
3.2	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I

3.3	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.4	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.5	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.6	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
<b>4. Equality, diversity, vision, mission and values</b>			
4.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
4.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
<b>5. Circumstances</b>			
5.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I



		<b>Authors</b>			
	Version number	Date	Initials	Initials	Initials
	1.0	04/05/18	CM	WR	
	1.1	24/01/19	MP		





**Our Values**

Entrepreneurial ▶ In Partnership ▶ Community Focused ▶ Strong Belief in Service Users