



The Well Communities CIC

Job Description and Person Specification

Job Title	REACH Support Worker (x1)
Grade/Payscale	£23,400 - £27,500
Location	1 x covering Fylde & Wyre
Hours	37.5 hours per week
Accountable to	Project Lead
Contract	1 Year Fixed Term Contract

JOB DESCRIPTION

Overview

The Well Communities CIC (The Well) is a not-for-profit Community Interest Company, led by people in recovery from substance misuse. We are working in partnership with CGL (Change, Grow, Live) to develop and deliver an innovative Behaviour Change Service to the Communities of North & Central Lancashire.

You will be someone who shares our belief in the inherent capacity and potential of people to bring about positive change; for themselves and the communities in which they live. We believe that everyone has the potential to grow, learn and achieve, whatever the barriers are that they have faced. We know it takes courage and hard work to change, which is why we have a commitment statement as well as a mission. Being committed means being:

- ∴ brave enough to say when something isn't good enough
- ∴ humble enough to accept and learn from constructive criticism
- ∴ willing to take responsibility for making things better
- ∴ creative and daring enough to innovate
- ∴ determined to persist when things get tough

The post holder will have a specific remit to work with an identified cohort of service users with multiple, complex and additional needs. The role will increase access to relevant health and social care provision for this cohort.

Job Purpose

- Priority groups will be identified through those that are currently working with Inspire Treatment Services or through external or Internal multi-disciplinary Panels across North & Central Lancashire but are assessed as requiring an enhanced or Intensive level of support for a specified period.
- The role will be to engage with those hard-to-reach service users, who are at elevated risk of disengaging from treatment, have multiple or complex needs, very low Recovery Capital or experience more barriers to engaging effectively with treatment services. The focus will be on assertive and pro-actively engaging service users who are identified as needing additional support and providing the added benefit to support them accessing community services, maintaining appointments with the substance misuse team, pharmacies, primary care, specialist services and to support integration into Behaviour Change Activities and their community whilst being sensitive to their needs & wishes.
- The post holder will utilise their skills and experience and deliver Harm Reduction Interventions & other risk management interventions whilst working alongside the allocated Keyworker and wider Substance Misuse Team to develop partnerships and pathways to relevant agencies delivering and contributing to specific outreach activity.
- The post holder will, in partnership with other organisations, identify barriers in facilitating access to health & well-being interventions and work in partnership in creating and delivering solutions to these barriers.
- As directed by their line manager, the post holder will be an integral member of an outreach team, delivering support and advice, and facilitated access to community services - including primary care such as treatment rooms, registration with a GP & dental care.
- The post-holder will contribute to a multi-agency approach by working together with other agencies to ensure that service users consistently receive the services they require to empower, educate and support in the transition of making positive change in relation to health and wellbeing.
- They will be responsible for contributing to the overall performance of the service to ensure that contractual output targets are achieved. They will also be required to record relevant client data and information in order that the service operates within governance, contractual, administrative and financial requirements.

Key activities

- Actively engage those most at risk of leaving treatment in an unplanned way across the North & Central Lancashire localities by providing assertive engagement to maintain treatment contact.
- To engage with those clients who have complex, multiple or high risk needs as highlighted by the Inspire partnership & facilitate them accessing appointments both with Inspire and wider community services.
- Actively engage with individuals with varying complexities as highlighted through external partners and multi-disciplinary meetings to provide additional targeted support in managing social issues.
- Work with relevant managers and partners to ensure that routes in to services are clear, whilst catering for any individual or community-based needs via solution focused planning.
- To maintain accurate and legible case note records
- Provide effective communication and progress updates to REACH Keyworker for clients being supported to inform Service User Plans
- Reduce the harm to the individual and their families and wider community caused by lack of access treatment for substance misuse related issues.
- To promote healthier lifestyles, prevention and improved health and wellbeing to all communities
- To give input, as necessary, to recommend and advice and facilitate identified cohorts to engage with multiple services.
- To increase individuals understanding of their rights and responsibilities when accessing treatment services.
- To facilitate, and accompany, service users making and attending appointments, as required to improve engagement.
- Work towards understanding the barriers and gaps for different community groups and compile findings as part of a continuous needs assessment for this cohort of service users.
- Make Every Contact Matter by delivering health related interventions appropriate to the role e.g. Naloxone Training, Smoking Cessation and Sexual Health
- To promote and disseminate information about Inspire North & Central Lancashire to communities within an overall objective of encouraging uptake of Inspire & The Behaviour Change Partnership for diverse/underrepresented community groups
- To undertake public health activities and participate within the identified bases in the organisation and delivery of health promotion

- To signpost clients to other identified avenues of support, drop-ins and to organisations for further advice and input and to facilitate this access and uptake of the services
- To advocate for the service users, as required
- To assist in the integration of clients within local community & recovery & positive behaviour change activities
- To support the development of support networks through community assets - including peer support
- To identify, escalate and inform senior team members of any concerns relating to safeguarding, both for children and vulnerable adults, within agreed protocols.
- To work cooperatively with team members to meet the needs of families
- To complete necessary administrative duties, including data inputting of client work undertaken in a timely way
- To have input into quarterly reporting of activity, through data and commentary - in conjunction with others within the Service
- Help and support The Well members in a range of ways – with their thinking, their behaviours, their emotions and their planning for the future.
- Help and support family members to feel a part of The Well Community
- Ensure that all aspects of confidentiality are adhered to and ensure consent to share information is always obtained.
- To identify, escalate any concerns relating to safeguarding, both for children and vulnerable adults, within agreed protocols

General Requirements

- Recognise personal and professional boundaries and work within agreed policies at all times.
- Present a professional image and actively promote services to service users, other stakeholders, partnership organisations and the general public.
- Uphold data protection legislation and only share client information as per policy, local and formally agreed information sharing protocols and client confidentiality agreements.
- Develop and maintain effective partnerships with service users, other agencies and health care professionals to help client reduce identified physical/ mental health risks.
- As a small, peer-led organisation all staff are required to contribute to the sustainability of The Well Communities CIC. This will include via effective partnership working, development of new partnerships,

identification and flagging up of business development opportunities and contribution to income generation activities where required.

- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, training and supervision processes.
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Present a professional image and actively promote the service at all times to service users, other stakeholders, partnership organisations and the general public.
- Ensure the implementation of all relevant policies and procedures for The Well Communities CIC and CGL.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of partners, in accordance with procedures and policies in operation.

Hours of work

37.5 hours per week – flexible working required. Weekend, evenings and Public Holiday cover will be required.

Annual Leave & Public Holidays

The annual leave entitlement is 25 days plus Bank & Public Holidays.

Equality and Diversity

The Well Communities CIC operates an Equality and Diversity policy and is committed to a programme of action to make this policy effective. Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed. The Well Communities CIC

will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

PERSON SPECIFICATION

Values and principles

- Committed to peer-led, grassroots community action
- Solutions-focused
- Reflective
- Honest
- Brave
- Loyal
- Collaborative

Education, Knowledge and Experience

- Experience of working with substance misuse issues and a clear understanding of the need for and ability to deliver quality services.
- A clear understanding of issues relating to underrepresented groups in substance misuse services and the barriers to engagement with Services
- Qualification in substance misuse and / or relevant experience
- Knowledge of the issues facing substance misusers including appropriate medical interventions, social care and health issues.
- Knowledge and experience of safe outreach practices
- Experience & demonstrate understanding of Safeguarding practices & procedures for Children & Adults
- Knowledge of the issues facing hard to reach groups particularly homeless, those with offending history and other barriers affecting individual's engagement
- Knowledge of local statutory and voluntary agencies working with vulnerable groups
- Experience of multi-agency working
- Excellent record keeping skills
- Ability to work towards agreed targets and performance criteria
- Experience of engaging and forming co-productive relationships with a wide variety of individuals, and at all levels
- Ability to form trusting and constructive working relationships
- Knowledge and ability to formulate risk management plans with service users
- An approachable, non-judgemental approach and attitude

Abilities and Skills

- Flexibility and ability to use own initiative
- The ability to work under pressure
- Communicate confidently and effectively, verbally and in writing.
- Respond flexibly to the demands of the post.
- Good liaison skills and ability to work as a member of a team.
- Show a capacity to work alone and the ability to keep calm under pressure.
- Understand and have a commitment to the principles of equal opportunity and diversity.
- Employ a professional, empathetic, and non-judgmental attitude towards service users.
- Show commitment to facilitating positive outcomes for clients
- Working from identified bases and services across The Well Communities / Inspire North & Central Lancashire
- Maintain professional boundaries and work effectively with partnership agencies.
- **A clean driving licence and access to your own transport is essential for this role**

Desirable

- Experience of working within community, primary & secondary care settings
- Experience of working with or alongside hard to reach groups
- Experience of contributing to project development.
- Knowledge of local services and geography.
- Lived experience of recovery – recognising that ‘experts by experience’ bring insights, legitimacy and perspectives that can enhance support for others
- Being granted security clearance to local custody suites

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

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.