



The Well Communities CIC

Job Description and Person Specification

Job Title	Alcohol Outreach Worker
Grade/Payscale	£23,400 - £27,500
Location	North Lancashire
Hours	Full Time/37.5 hours per week
Accountable to	Operations Lead
Contract	1 year

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 work in partnership with statutory and NHS services to develop and deliver an assertive alcohol outreach 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 statement. 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

As an Assertive Alcohol Outreach Worker, you will have a specific remit to work in hospitals, clinics, online and community settings to deliver Psychosocial Interventions (Psi's) and provide a live connection between local communities, asset based and health and wellbeing opportunities and

treatment services. You will work as part of the wider Well team to open up opportunities and widen access beyond treatment services. You will work to develop relationships with voluntary and community groups, partner agencies, scoping and identifying underserved areas and will have a specific remit to work with communities in an asset-based manner.

You will also support those accessing and leaving treatment services to promote positive behaviour change, influence individuals and communities to make healthier lifestyles choices, develop self-care & management skills, build individual's recovery capital and mobilise communities to become more resilient and self-sufficient.

This is a key role which will increase the number of people from within the community who at present, do not access interventions from treatment services, supporting them to engage in positive behaviour change, engage in opportunities that will increase wellbeing, resilience and the ability to self-care.

Job Purpose

- To work with hospitals, Primary Care and community settings to identify alcohol users not accessing support and or treatment.
- To refer individuals and facilitate their access to community substance use treatment services where there is an alcohol treatment need.
- To assertively work with alcohol specific clients throughout North Lancashire (Districts of Lancaster, Fylde & Wyre) to provide out of hours support.
- To offer support and manage individuals by co working with current treatment provision.
- To deliver a structured 12-16 week program to be known as HOPE (Health, Outreach, Prevention & Education). The staff will have lived experience providing mentoring as well as delivery of the program.
- To assertively link and embed individuals in local recovery communities and mutual aid groups.
- To carry out a non-medical assessment of the individuals needs and offer a personalised community specific based support; this will include Trauma specific support.
- To support individuals to access specialist treatment and care as required such as facilitated access e.g. to mental health services,
- The Recipient will offer lived experience companions/buddy support to help engagement of this cohort.
- To align any support for those individuals that have engaged in community substance use treatment and work jointly as appropriate on any support needs.
- To deliver this bespoke service based on the needs of the individuals which will include out of hours support.

General Requirements

- As a peer-led, asset-based organisation all staff are required to contribute to the sustainability of The Well. 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.
- Ensure the implementation of all relevant policies and procedures for The Well.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post.
- Present a professional image and actively promote the service at all times to service users, other stakeholders, partnership organisations and the general public.
- Recognise personal and professional boundaries and work within clinical governance framework at all times.
- Uphold data protection legislation and only share client information as per policy, local and formally agreed information sharing protocols and client confidentiality agreements.
- Participate in training events as agreed with line manager and share with other staff/volunteers any new skills and knowledge

Key Activities:

- As directed by The Well Project Lead, contribute towards the Prevention & Early Intervention agenda by identifying key stakeholders, communities and individuals to educate & engage in strategies to promote positive behaviour change & healthier lifestyles
- 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
- Support the setup of mutual aid meetings in areas where there are none available
- Where appropriate, support people into The Well housing offer across North and Central Lancashire

- Facilitate immediate access into behaviour activities, Treatment Services and/or Mutual Aid or other identified services based upon presenting needs
- Actively plan and engage with underrepresented or newly identified target groups, in relevant localities, through maintaining existing links or forging new contacts to engage and create opportunities which can be demonstrated to be innovative, inclusive and effective.
- Provide advocacy for access to partnership services
- Work with communities & service users to support social (re)integration, enabling them to lead meaningful and purposeful lives: promoting recovery, resilience, peer support, self-care & efficacy and contribute to specific outreach activity and specialise in all areas of the development.
- Engage with members of the community, service users, family members, carers and colleagues from other agencies and groups digitally to support positive behaviour change and reduce harm.
- Reduce alcohol related harm to the individual and the wider community
- Actively promote healthier life styles choices through a variety of strategies to increase service user choice and engender a recovery/actively mobilised community
- Provide effective delivery of a range of Behaviour Change Activities & Support to engage individuals in abstinence based and medically assisted forms of recovery, to build their recovery capital as identified through Service User Planning
- Promoting family, carer, service user and community involvement;
- To maintain engagement, regular contact & keep effective case records for people accessing the service
- Utilise harm reduction, motivational interviewing techniques and deliver advice & brief interventions in both one-to-one and group settings to promote positive lifestyle choices, reduce harm, support behaviour change, promote engagement with mutual aid & discuss the benefits of treatment services to encourage self-esteem, well-being, self-responsibility and enhanced motivation.
- To offer support & promote the benefits to service users who present with Long Term Health Conditions and educate & encourage them to see the benefits of referral to specialist services.

- Develop and maintain effective partnerships with service users, other agencies and health care professionals to help client reduce identified physical/ mental health risks.
- To identify, escalate and inform senior team members of any concerns relating to safeguarding, both for children and vulnerable adults, within agreed protocols.

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 normal 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

Essential

Values and principles

- Committed to peer-led, grassroots community action
- Solution-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
- Engagement skills and strategies
- Be able to deliver Harm Reduction, Relapse Prevention and Identification & Brief Advice interventions
- Experience & demonstrate understanding of safeguarding practices
- Ability to assess service users and formulate written reports as necessary.
- Community based support practices.
- Maintain professional boundaries and work effectively with partnership agencies.
- Experience of contributing to project development.
- Excellent communication skills
- Experience of engaging with a wide variety of individuals
- Ability to form trusting and constructive working relationships in a short space of time

Abilities and Skills

- Demonstrate understanding of and commitment to best safeguarding practice.
- Ability to lead, inspire and develop a team.
- Ability to develop positive working cultures and relationships,
- Skills which demonstrate effective communication in a variety of formats to a broad audience
- Ability to manage change successfully in a way that prioritises the needs of service users.
- Ability to lead particular work streams and guide frontline workers in the delivery of quality service
- Accomplished written and verbal communication skills and a high degree of personal IT competency.
- The ability to accurately update and maintain records in a timely fashion and to work to deadlines for the submission of information, e.g. reports.
- Excellent time management skills, and an ability to work on own initiative, prioritising accordingly.
- Excellent team working and interpersonal skills, maintaining a highly

cooperative approach to supporting colleagues in delivering service objectives.

Desirable

- Lived experience of recovery – recognising that ‘experts by experience’ bring insights, legitimacy and perspectives that can enhance support for others
- Knowledge of local services and geography.

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.