

**Job Description – Assertive Outreach Worker**

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| Responsible to | Assertive Outreach Team Leader |
| Salary | NJC scale 5 Point 17 (Pro Rata) |
| Hours per week | 35 hours per week |
| Annual Leave per annum | 25 (rising to 30 days after 5 years) |
| Main base | Bury, Bolton, Salford, or Trafford (TBC) |
| Contract | Fixed term till March 2025 |
| Level of DBS check | Enhanced with check of the adults’ barred list |

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| Main aims of the post |
| 1. The post holder will contribute to the delivery of a creative and flexible service for people who are experiencing problems with substance misuse in the community and in a Criminal Justice setting and who may be hard to engage or resistant to services. 2. The post holder will actively attempt to re-engage individuals who have dropped out or have become detached from services. 3. The post holder will support community initiatives which promote recovery. 4. The post holder will provide expertise on substance misuse for the benefit when returning to the communities of Bury, Bolton, Salford, and Trafford. |

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| Main duties of the post |
| 1. To identify and engage people across the boroughs and Criminal Justice settings, supporting them within communities who have not traditionally engaged with drug and alcohol services. |
| 1. To engage and reconnect with service users that have dropped out of treatment. |
| 1. To use a range of evidence-based tools and techniques for motivating clients. |
| 1. To support individuals to engage with structured treatment by helping to best meet their needs through collaboration with other organisations, including Prisons, Probation, community groups, hostels, homelessness services, pharmacies, needle exchanges and housing providers. |
| 1. To work with groups of clients to help them move from addiction towards recovery. To support behaviour change. To support clients to understand their addiction and help them through knowledge and peer support to achieve recovery. |
| 1. To use the service’s computerised client management system to record and review service user’s records and any other required monitoring information. |
| 1. To develop effective relationships with a range of external organisations and agencies, which reflect the diversity of the Boroughs of Bury, Bolton, Salford, and Trafford. |
| 1. To be committed to helping individuals develop their recovery through peer support, family relationships, mutual aid, and volunteering. |
| 1. To maintain a good knowledge of the effects and prevalence of prescribed and non-prescribed psycho active substances. |
| 1. To ensure quality standards are adhered to and met and that audits are passed. |
| 1. To ensure all statutory responsibilities are followed and reported as required. |
| 1. To assist case managers to manage the transition of service users between services. |
| 1. To assist case managers to reach out to troubled families and to consider the safeguarding of both adults and children. |
| 1. To work in compliance with The Big Life Group Lone Working policy. |
| 1. To escalate concerns to appropriate authorities (e.g. local authority, probation service, police) when service users have disengaged and increased risks are identified. |
| 1. To utilise pathways which facilitate timely access to clinical psychology services within the treatment service where indicated. |
| 1. To reach and engage with service users through understandable and meaningful language and behaviour. |

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| General work-related expectations |
| 1. To work within the Big Life group’s values ethos and vision |
| 1. To contribute to the development of the Big Life group |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |



**Person Specification**

**Assertive Outreach Worker**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test.

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Experience of working with people with a history of substance misuse and knowledge of working in a criminal justice setting. | A/I |
| 1. Experience of client management and keeping up to date records using a database | A/I |
| 1. Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals | A/I |
| 1. Experience of working with a range of agencies and organisations to develop effective working relationships | A/I |
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| **2.Skills** |  |
| 1. Ability to use a database/ability to learn how to use a database | A/I |
| 1. Ability to assist clients to help them define and achieve their goals and aspirations | A/I |
| 1. Ability to manage a varied and complex workload effectively | A/I |
| 1. Ability to work well across a range of different subject areas such as criminal justice, housing, mental health, education, and debt management | A/I |
| 1. Ability to work with staff from a range of agencies and organisations to better integrate services for clients | A/I |
| **3.Knowledge** |  |
| 1. Knowledge of the barriers and issues facing people with substance misuse issues | A/I |
| 1. Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I |
| 1. A knowledge of the culture of personal and community recovery in the field of substance misuse |  |
| **4. Education – qualifications required for this post** |  |
| None |  |
| **5. Personal** |  |
| 1. Positive and outlook and a ‘can do’ attitude | A/I |
| 1. Personal resilience and flexible attitude in the face of difficulties | A/I |
| 1. Commitment to working towards the Big Life group’s ethos and values, including having a non-judgemental approach | A/I |
| 1. Commitment to personal development and willingness to regularly update skills and experience | A/I |
| 1. Ability to drive and have use of a car – essential | A |