

Bristol Drugs Project

Job Description: Assertive Engagement & Early Intervention Worker (Anti-Social Behaviour)

Bristol Recovery Orientated Alcohol and Drugs Service (ROADS)

This post is accountable to the Chief Executive through the Engagement & Early Intervention (EEI) Service Manager. Supervised by the EEI Service Manager.

1 Job Purpose

This is a new role delivering a proactive trauma-informed approach to intervene and support early where there are Anti-Social Behaviour (ASB) concerns related to drug use in a Local Authority tenancy.

The overarching purpose of this role is to reduce escalation of ASB and the potential for closure orders, eviction, and people becoming 'intentionally homeless' which will damage their future quality of life.

This role is part of a team which is the eyes and ears of the treatment system, responding proactively to new and emerging trends and opening doors to those with long-term dependencies. One of a team of three, each with a focus in one of Bristol's three localities, but working across the city as need dictates.

You will also make a key contribution to developing an enhanced pathway for supporting tenants using and heroin and/or crack cocaine managing ASB.

2 Principal Accountabilities

- 2.1 Through assertive outreach and home visits provide intensive, responsive, support for up to 6 months to Bristol City Council tenants who are using drugs, including heroin and/or crack cocaine, who are the subject of ASB concerns which, if unresolved, could lead to eviction.
- 2.2 To establish and maintain contact with individuals and develop and deliver services including:
 - Harm reduction interventions such as needle exchange, naloxone supply, and BBV testing.
 - Evidence-based and solution-focussed brief interventions.
- 2.3 Take a lead role in engaging people with drug treatment, including completing ROADS triage and assessment and supporting their sustained involvement.
- 2.4 To encourage and facilitate access to optimised substitute prescribing for people who are opiate dependent.

- 2.5 To support tenants to manage visitors' behaviour, both invited and unwanted, to avoid putting their tenancy at risk.
- 2.6 To develop effective working relationships with relevant staff in Bristol City Council's Estates Management Service, ASB Officers, and Neighbourhood Police Teams.
- 2.7 To provide up-to-date information about ROADS services to Bristol City Council's Estates Management Service, ASB Officers, and Neighbourhood Police Teams.
- 2.8 To contribute to multi-agency meetings designed to problem-solve drug-related ASB.
- 2.9 To identify and act on Safeguarding concerns, following BDP's procedures.
- 2.10 To notice and respond quickly to new and emerging trends in drug and alcohol use, helping to develop services to meet specific needs and provide early interventions.
- 2.11 To provide advice, information and support to PWID in relation to risks related to injecting, drug and alcohol use, HIV, Hepatitis B and C and sexual practice.
- 2.12 To offer and encourage access to BBV testing by means of Dry Blood Spot tests, Hepatitis B vaccination and of treatment for BBV infection where appropriate.
- 2.13 In collaboration with nursing staff, develop and disseminate information and advice about health and social wellbeing.
- 2.14 As a member of the EEI team, you will support the delivery of all services provided across the team.

General duties

- 2.15 To be proactive in reviewing and evaluating own performance and identifying and acting on areas for improvement and development.
- 2.16 To provide advice and assistance to the Chief Executive, the Service Manager and the Board of Trustees about the development of resources.
- 2.17 To maintain appropriate records (both electronic and manual), within required timescales.
- 2.18 To assist in the promotional/educational work undertaken by BDP.
- 2.19 To assist in the recruitment, training and where appropriate, to be responsible for, the support of volunteers, peers, trainees and supervision of students on placement.
- 2.20 To attend such internal and external meetings as directed
- 2.21 To take all reasonable steps to comply with the Health & Safety at Work Policy.

- 2.22 To work within the framework and spirit of the agency's Equalities Policy and to actively promote the Policy within BDP, and in all dealings with other agencies.
- 2.23 After reasonable consultation, to undertake any other task which is necessary, if called to do so by the EEI Service Manager.

3 Dimensions

3.1 Finance

- 3.1.1 No budgetary responsibilities.

3.2 Staffing

- 3.2.1 Part of Bristol ROADS EEI Service delivered by staff & volunteers.

3.3 Environment

- 3.3.1 Working flexibly, predominantly through outreach and home visiting.
- 3.3.2 This work involves potential risks of physical harm, needle-stick injury and working at times in an unhealthy environment. These risks are inherent in being in unknown environments where there is active drug and alcohol use. BDP's lone working practice mitigates these potential risks.
- 3.3.3 Hours of work: As per contract of employment. Regular out of hours commitment, including evenings and weekends, are required as part of normal working hours for this post to provide a 6 day a week service, 52 weeks a year. Core hours are usually between 9am and 8pm but services are also offered in early mornings and later in the day.
- 3.3.4 Travelling is an integral and substantial part of the work.

3.4 Technology

- 3.4.1 A standard level of involvement with office equipment, including competent use of an electronic case management system, is required.

4 Supervisory Responsibilities

- 4.1 No paid staff, but will be responsible for trainees, volunteers and/or peers supporting service delivery.

5 Qualifications and Experience

These are set out in the Person Specification.

6 Context

6.1 Key Contacts

6.1.1 Across BDP - all staff, volunteers.

6.1.2 External to BDP: Other drug and alcohol service providers within and outside of Bristol ROADS, Bristol City Council's Estates Management Service, ASB Officers, and Neighbourhood Police Teams, GPs, social workers, probation officers and a wide range of generic and community services.

7 Scope for Impact

7.1 Decisions that can only be made with reference to line management.

7.1.1 Policy changes; anything which would significantly impact on the rest of the organisation; anything with financial implications; significant service development; representing the agency to the media or other organisations.

7.2 Decisions that can be made without reference to line management.

7.2.1 Detailed operational issues and organisation/prioritising of work.

8 Special Notes or Conditions

8.1 An enhanced Disclosure and Barring Service check is a prerequisite of offer of employment.

8.2 This is a post in a new service, which involves a wide range of agencies. The priorities for this role will be under review and may change as the service develops so will require flexibility from the post holder.

PERSON SPECIFICATION: Assertive Engagement & Early Intervention Worker (ASB)

The person appointed to this post will be able to demonstrate that they have acquired, (or where appropriate have the potential to develop) the following:

Essential criteria
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> ▪ Empathy ▪ Non-judgemental approach ▪ Resilience ▪ Commitment to empowering service users. ▪ Knowledge, understanding and empathy of the stigma and barriers to seeking help experienced by people whose drug use is problematic.
<p><u>Competencies and Skills</u></p> <ul style="list-style-type: none"> ▪ Strong engagement skills, demonstrating flexibility, persistence and imagination in engaging service users, using a variety of strategies to Make Every Contact Count. ▪ Harm reduction skills ▪ Assessment skills ▪ Negotiation and advocacy skills. ▪ Influencing skills. ▪ Able to develop networks, building enabling relationships and working effectively in a multi-agency context. ▪ Brief intervention skills and experience, including motivational interviewing, brief solution focussed therapy and use of ITEP style interventions. ▪ Problem solving skills. ▪ Planning and organisational skills. ▪ Capacity to handle responsibility and remain enthusiastic and motivated in a demanding role working in complex situations.

Experience

- Minimum one years' experience of working in service provision for people with complex and multiple needs, specifically problematic drug and/or alcohol use and mental health, homelessness, offending.
- Experience of detached/street work or equivalent life experience.
- Proven experience of working in partnership with other organisations.
- Proven ability to operate risk management and safe working practices in working with vulnerable clients.

General

- A UK driving licence.
- A commitment to BDP's Equalities Policy and Practice.

Desirable criteria

- Past personal treatment experience of problematic alcohol/ drug use
- Fluent in Somali, a South Asian or East European language.
- Relevant qualification e.g. Substance Misuse, Social Work, Nursing, Relevant NVQ (Level 3 or higher).