

Bristol Drugs Project

Job Description: Engagement Worker (Fixed Term until End of March 2025) Higher Needs Floating Support Service (HNFSS)

This is a new role, seconded from Bristol Drugs Projects to Second Step; hence this job role is subject to review, evaluation and change. This job description does not therefore describe a comprehensive list of duties, but a broader range of accountabilities and performance indicators, which are subject to review.

Second Step is a leading mental health charity in the South West offering housing, support and hope to the thousands of people they work with. Their goal is to inspire hope and deliver change for everybody in and every community they work in.

The Higher Needs Floating Support Service (HNFSS) is funded from the Rough Sleeping Initiative (RSI) 2022-25 from the Department for Levelling Up, Housing & Communities (DLUHC). The RSI initiative is intended to deliver the government's Rough Sleeping Strategy which originally had the objective of halving rough sleeping by 2022 and ending rough sleeping by 2027.

The HNFSS service is made up of 2 sub teams, consisting of the main floating support service and Hospital Discharge clients, and a second team including the Housing First provision, cluster housing and a substance misuse specialist senior coordinator.

The main floating support sub-team will provide trauma-informed support to a people accommodated in temporary accommodation, private rented accommodation and social housing.

1 JOB PURPOSE

To be part of the Higher Needs Floating Support Team providing specialist drug and alcohol support to those in temporary accommodation, private rented accommodation and social housing to sustain their tenancies and avoid risk of or actual homelessness.

Through your specialist knowledge and experience, you will provide proactive and assertive outreach and in-reach; motivate and support individuals to make changes to their drug and alcohol use and to achieve their goals.

Working with staff within HNFSS and other agencies, you will identify and challenge blocks in the system, help find creative solutions for clients and influence change in the way agencies provide services for the client group.

2 PRINICPLE ACCOUNTABILITIES

- 2.1 To deliver specialist drug and alcohol support to users who have both complex and multiple needs such as housing, mental health and homelessness.
- 2.2 Lead case reviews within specialist area of drugs and alcohol.
- 2.3 Support clients to identify areas of support needs and develop strength-based actions, orientated around the outcomes Star. Support each client in leading their journey at a pace that is right for them, and review progress on actions with them on a regular basis.
- 2.4 Identify and positively manage and reduce clients risk using safety and inclusion planning tools.
- 2.5 Respond flexibly to clients, meeting at times and locations chosen by them.
- 2.6 Responsibility for quarterly needs analysis to include outcomes related to their specialist areas.
- 2.7 To provide evidence-based and solution-focussed brief interventions and crisis management as required.
- 2.8 To promote treatment, and facilitate access to assessment for Bristol ROADS for structured treatment and liaise with other agencies as needed.
- 2.9 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.
- 2.11 Manage caseload, documentation, I.T monitoring and time effectively, making best use of supervision, training and staff development.

General duties

- 2.13 Delivery of specified support work to time and standard.
- 2.14 Delivery of live, time sensitive support plans and safety and inclusion plans that are realistic, client centred, outcome focused and of a high quality.
- 2.15 Support clients to maintain current accommodation and/or move on to more secure housing and do not return to homelessness or rough sleeping.
- 2.16 To be proactive in reviewing and evaluating own performance and identifying and acting on areas for improvement and development.
- 2.14 Adhere to relevant BDP and Second Step Policies and Procedures at all times. Where these differ then Second Step policy and procedure super cedes BDP's with the exception of policies related to individuals' employment.

- 2.15 To maintain appropriate records (both electronic and manual), within required timescales.
- 2.16 To notice and respond to safeguarding issues, following BCC Safeguarding procedures, recognising that this population comprises both the most vulnerable and those often at the centre of vulnerability, discrimination and stigma.
- 2.17 To attend such internal and external meetings as directed.
- 2.19 To take all reasonable steps to comply with the Health & Safety at Work Policy.
- 2.20 To work within the framework and spirit of the agency's Equalities Policy and to actively promote the Policy within Second Step, and in all dealings with other agencies.
- 2.21 After reasonable consultation, to undertake any other task which is necessary, if called to do so by the HNFS Manager.

3 DIMENSIONS

3.1 Finance

- 3.1.1 No budgetary responsibilities.

3.2 Staffing

- 3.2.1 Line managed by A Second Step HNFSS Senior Coordinator.
- 3.2.2 Manager within employer organisation – Shoba Ram, Engagement Service Manager, Bristol Drugs Project.

3.3 Environment

- 3.3.1 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 5 day a week service, 52 weeks a year. Core hours are usually between 9am and 5pm.
- 3.3.2 Travelling across Bristol is integral to this role and it's service delivery.
- 3.3.3 This work may involve 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.

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 REPOSIBILITIES

- 4.1 None.

5 QUALIFICATIONS AND EXPERIENCE

These are set out in the Person Specification.

6 CONTEXT

6.1 Key Contacts

- 6.1.1 Across Second Step HNFS Team.
- 6.1.2 External to Second Step: Drug and alcohol service providers within and outside of Bristol ROADS, General Practitioners, GP practice managers, pharmacists, 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.
 - 7.1.2 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 NOPTES 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 developing 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:

Substance Misuse Senior Recovery Navigator Higher Needs Floating Support (HNFS)

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
<u>Personal Qualities</u> <ul style="list-style-type: none">• Empathy• Non-judgemental approach• Welcoming• Commitment to empowering service users.
<u>Competencies and Skills</u> <ul style="list-style-type: none">• Current drug and alcohol harm reduction knowledge• Awareness of the housing and Support pathways in Bristol, including the challenges faced by those in temporary or unsettled accommodation• Proven experience of working in service provision for people with complex and multiple needs relating to at least two of the following: mental health, drug and alcohol, homelessness, offending including needs assessments and the support planning process• Experience of providing practical and emotional support to enable the client to take up the responsibilities of their own tenancy and settle and reintegrate into the community• Proven experience of outreach or floating support work, demonstrating persistence and flexibility and a range of strategies in successfully supporting clients to engage voluntarily• Proven ability to build relationships, and to work collaboratively and successfully in a team environment across sectors and agencies• Proven ability to operate risk management and safe working practices in working with vulnerable client

- An understanding of the issues experienced by the client group gained through personal and/or work experience
- A proven knowledge of safeguarding processes
- Good communication, counselling and key working skills
- Commitment to diversity and equal opportunities at work
- Ability and motivation to work with a Recovery focused, strengths based approach
- Commitment to co-production with service users and peer led approaches

General

- Able to work flexible hours including evenings and occasionally at other times depending on service and client needs, to be agreed as required
- Ability to travel flexibly across the city

Desirable criteria

- Access to own car, moped or other vehicle and full UK driving licence
- Applying Psychologically Informed Interventions
- Knowledge of welfare benefits system particularly relating to single homeless people
- Knowledge of social care sector particularly relating to single homeless people
- Brief intervention skills and experience, including motivational interviewing, brief solution focussed therapy and use of ITEP style interventions
- Proven experience of working within a housing and support agency
- Proven experience of mental health issues and/or services, either as a user, carer or supporter
- Relevant qualification e.g. Substance Misuse Qualification, Social Work, Nursing, Relevant NVQ (Level 3 or higher)
- Fluent in a South Asian, East European or other language widely spoken by Bristol's population