

Primary Care Liaison Worker- Horizons Bristol

Hours	37.5 Hours per week
Contract Type	Permanent
Salary:	£27,166.00 per annum pro rata
Closing Date:	16th September 2025
Interview Date:	Interview Starts from 26th September 2025
Job Reference:	PCLW-HB
Accountable to	Operations Manager through the Locality Team Manager. Supervised by an Opiate Team Leader.

About BDP:

Bristol Drugs Project (BDP) has been supporting the people of Bristol around their drug and alcohol for the past 39 years. We are committed to providing accessible and appropriate support for anyone who needs it and to reduce the harms caused by drugs and/or alcohol. Workers at BDP come from diverse backgrounds and experiences, but all share a drive to make a difference in the lives of the people we work with.

Our Horizons Service:

Horizons is a brand new partnership that is delivering services to support people affected by drug and alcohol use in Bristol. We have partnered with Turning Point (who are lead provider) and seven other local and national providers: The Nelson Trust, Hawkspring, One 25, Southmead Development Trust, Southmead Project, Wellspring Settlement, and Release. As a partnership we draw on the expertise of all of the organisations involved to create a service that best meets the unique needs of the people we support.

Purpose of the Role

Primary Care Liaison workers are based within the Treatment Team and have responsibility for delivering evidence-based, structured support to people with primary problematic opioid use and/or dependent alcohol use within Primary Care, working alongside and supporting GPs in delivering treatment.

The role is to encourage ambition, motivate and support people to regain their independence from their substance use through the use of opioid substitution or alcohol detox medications coupled with packages of psychosocial care.

Primary Care Liaison workers will provide harm reduction advice, inspire and encourage change and actively support individuals through maintenance or detox pathways. They will use a variety of evidenced approaches, including Contingency Management to support their work, and ensure that people link successfully to other services to meet their physical and mental health needs.

Principal Accountabilities

- To encourage ambition, motivate and support individuals to become free from their problematic drug and/or alcohol use and to achieve their goals.
- Based in GP Practices, to provide a range of evidence-based, structured support packages to people with primary problematic opioid use and/or dependent alcohol use as part of a contractual arrangement with a GP.
- To establish and maintain good liaison with General Practitioners, their reception staff and wider health care team, participating in team meetings and training where appropriate.
- Following referral from GPs to provide assessments, continue opioid substitute prescriptions under GP clinical supervision through assessment and stabilisation, maintenance or detoxification pathways.
- Following referral from GPs to assess and prepare dependent alcohol users for and support them through and beyond medically assisted detoxification in collaboration with GPs or other prescribing professional.
- To facilitate harm reduction amongst all service users being treated within Primary Care.
- To undertake urinalysis and mouth swab testing.
- To offer and encourage BBV testing and promote access to treatment regarding BBV infection where appropriate.
- In consultation with Team Leaders, to offer Contingency Management packages to service users in particular circumstances, to improve chances of best outcomes for those individuals.
- To work with individuals who have become free of problematic drug and alcohol use, and encourage ambition, motivate and support them in the early stages of their recovery journey, ensuring transitions within Horizons and beyond are seamless and accessible to all service users.

Principal Accountabilities (Continued)

- To use support planning tools to evaluate progress and agree ongoing recovery targets as appropriate with service use.
- To use risk tools and make appropriate adult and child safeguarding referrals as needed.
- To be involved in regular reviews with GPs and service users.
- To promote active engagement of service users with other recovery support interventions, including mutual aid meetings, and other services when appropriate, and to liaise with other such agencies.
- To work closely with Horizons Complex Service to promote a co-ordinated policy of care for drug and alcohol users receiving treatment from GPs.
- Additional duties for Primary Care Liaison Workers (Responsibilities taken on an individual and time limited basis):
 1. To provide temporary cover of Horizons surgery sessions including alcohol detoxes in cases of unplanned staff absence and annual leave.
 2. To assist Team Leaders in delivery in specialist areas of provision by taking responsibility with regard to particular areas of provision including: mental health; domestic violence, housing, criminal justice and diversity & inclusion.

General Duties

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

General Duties (Continued)

- To work within the framework and spirit of the agency's Equalities Policy and to engage in actively promoting the Policy within the Project, and in all dealings with other agencies.
- After reasonable consultation, to undertake any other task which is necessary, if called to do so through Line Management.

Dimensions

Finance

- No budget responsibilities.

Staffing

- Working within a team of Primary Care Liaison Workers, but largely working alone.

Environment

- A minimum of 70% of time will be GP Practice based in Bristol.
- Hours of work: 37.5hrs per week. As per contract of employment. Horizons core working hours for all posts are Monday – Saturday, 9am - 8pm. For this role hours will be mainly those coinciding with GP Surgery hours including early morning or early evening as needed to meet needs of service users.
- Travelling to and from GP Practices in Bristol is an integral part of the role.

Technology

- A standard level of involvement with office equipment and competence in the use of electronic patient record systems.

Supervisory Responsibilities

- No staff supervisory responsibilities.

Qualifications and Experience

- These are set out in the Person Specification.

Job Context

Key Contacts

- Across Horizons: all staff and volunteers.
- External to Horizons: Other drug and alcohol service providers within and outside of Horizons Bristol, GPwSI, General Practitioners, GP practice managers, pharmacists, health centre reception staff, social workers, probation officers, outreach services, commissioned and non-commissioned housing providers and a wide range of generic and community services.

Scope for Impact

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

- 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.

Decisions that can be made without reference to line management.

- Detailed operational issues and organisation/prioritising of work.

Special Notes or Conditions

- An enhanced Disclosure and Barring Service check is a prerequisite of offer of employment.
- Post-holders are required to have a Hepatitis B vaccination
- 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 requiring flexibility from the post holder

PERSON SPECIFICATION: PRIMARY CARE LIAISON WORKR

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 for this post include:

Personal Qualities

- Non-judgemental approach
- Welcoming
- Empathy
- Commitment to empowering serviceusers.
- A commitment to reducing harm caused by substance use to individuals, families and communities.
- A profoundbelief in an individual's capacityfor change and an abilityto motivate others to change.
- Capacity to handleresponsibility and remainenthusiastic and motivated working with people with complex needs.

Competencies and Skills

- Strong engagement skills, demonstrating flexibility, persistence and imagination in engaging service users.
- Good communication and key working skills.
- Ability to liaise effectively with other organisations including GPs and other health professionals.
- Good reasoning and numeric skills.
- A good standard of IT skills.
- Problem solving skills.
- Planning and organisational skills.

Essential Criteria Continued

Experience & Knowledge

- Experience in working with clients in a professional supportive role e.g. care work, education, mental health, housing, nursing, drug and alcohol work.
- Proven ability to build relationships, and to work collaboratively and successfully in a team environment across sectors and agencies.
- Proven ability to promote and apply good practice in equality and diversity.
- Proven ability to operate risk management and safe working practices in working with vulnerable clients.
- An understanding of the stigma surrounding drug and alcohol use and a commitment to challenging this stigma.

General

- The role requires frequent travel across Bristol between GP surgeries and Horizons premises. Whilst access to a car is preferred, Horizons will accept other means of transport (e.g. bike, public transport)
- A commitment to BDP's Equalities Policy and Practice

Desirable criteria for this post include:

- Past personal treatment experience of problematic alcohol/drug use with 2 years substance free in the community.
- Brief Intervention skills and experience e.g. Motivational Interviewing, brief solution focused therapy, contingency management and use of ITEP style interventions.
- A UK driving licence and access to independent transport to fulfil the role requirements
- Relevant qualification (DANOS recognised), 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.