

Engagement & Homelessness Team Manager- Horizons Bristol

Hours	Full Time (37.5 Hours)
Salary:	£38,090.45 per annum pro rata
Closing Date:	Friday 15th May 2026
Interview Date:	Tuesday 26th May 2026
Job Reference:	EMTM-HB
Accountable to	Chief Executive Officer. Supervised by an Operations Manager.
Contract Type:	Permanent

About BDP:

Bristol Drugs Project (BDP) has been supporting the people of Bristol around their drug and alcohol for the past 40 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

As the Team Manager in the Engagement & Homelessness Team you will ensure delivery of wide-ranging and inclusive services to people who use drugs and alcohol. The service promotes harm reduction and better health, alongside engagement and treatment in drug and alcohol services across Bristol. You will be responsible for the support and supervision of Team Leaders and staff within your service who deliver proactive services through outreach, in-reach, and from fixed base premises, often to populations facing barriers to treatment.

Purpose of the Role Cont.

You will support staff to deliver high quality, evidence-based interventions to minimise harm and help people into the services they need, when and where they need them. Working closely with other services within Horizons and externally to provide treatment opportunities and ongoing support.

You will manage Needle & Syringe Programmes (NSP) across the city, ensure Naloxone distribution, BBV testing and work closely with our nursing staff to improve health outcomes for people who find accessing medical care difficult.

As Team Manager, you will also provide flair and enthusiasm to support staff to identify and respond to new and emerging trends in drug and alcohol use, piloting interventions when needed in diverse settings including the nighttime economy, residential and outdoor venues.

Principal Responsibilities

- As Team Manager, be responsible for the induction, line and performance management, supervision and support of your Team Leaders.
- To supervise direct access services delivery at several locations across Bristol, alongside volunteers and peers. This includes responsibility for our Advice Centre, which is open 6 days a week.
- To lead a team to: engage service users into assessment of their treatment and related needs through a variety of approaches; support access to structured treatment within Horizons; and liaise with other agencies as needed, to enhance positive outcomes
- To work with other managers and team leaders across Horizons, as well as external services, to ensure that services are able to provide the best quality of access, advice, treatment and support.
- To develop and deliver a range of interventions specifically for priority groups and enable staff to establish and maintain contact with these groups who might benefit from treatment within drug and alcohol services through regular assertive outreach and in-reach, as well as from our fixed bases in Brunswick Square.
- To lead staff to provide solution-focused, brief interventions, and crisis management as required
- To co-ordinate and ensure high quality provision of BDP's Needle and Syringe Programme, through both direct access and Pharmacies

Principal Responsibilities Cont.

- To work closely with People Who Inject Drugs (PWID), community based organisations and statutory agencies to promote positive changes in risk behaviours and injecting practices. Ensure staff 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.
- In collaboration with nursing staff, develop and disseminate information and advice about health and social wellbeing, ensure staff offer BBV testing, facilitate Hepatitis B vaccination, and treatment for BBV infection where appropriate.
- Ensure overdose prevention programme, including naloxone supply to service users and other organisations
- 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
- Work with your team to identify and evaluate opportunities for innovation and service improvement, including supporting research hosted by Horizons and BDP.

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 CEO, Horizons Senior Leadership Team, and the Board of Trustees about the development of resources available to the Project
- To provide advice and assistance about the evaluation of the services offered
- To maintain appropriate records and ensure that staff for whom you have responsibility to maintain appropriate timely records both related to staff and service users.
- To assist in the promotional/educational work undertaken by BDP/Horizons.
- To assist in the recruitment, training and where appropriate, the support of volunteers 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.
- 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
- After reasonable consultation, to undertake any other task which is necessary, if called to do through your line management.

DIMENSIONS

Finance

- No budgetary responsibilities.

Staffing

- Working within the Engagement and Homelessness Team

Environment

- Project-based and working flexibly in multiple locations across the city.
- Hours of work: 37.5 hours per week as per contract of employment across the six-day week of the service, with out of hours commitment including regular evening and some weekends required as part of normal working.

Technology

- A good level of involvement with office equipment, including competent IT use, including electronic case management system is required.

SUPERVISORY RESPONSIBILITIES

- Responsible for supervising Engagement & Homelessness Team Leaders; supporting trainees, volunteers and placement students where appropriate.

QUALIFICATIONS AND EXPERIENCE

- These are set out in the Person Specification.

CONTEXT

Key Contacts

- At BDP/Horizons- all staff, volunteers, and peers.
- External to BDP: Other drug and alcohol service providers within and outside of Horizons, General Practitioners, GP practice managers, pharmacists, 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.

- Anything with financial implications, significant service development, changes to policy, representing the agency to the media and other organisations.

Decisions that can be made without reference to line management.

- Detailed operational issues regarding this post and those of supervised staff.

SPECIAL NOTES OR CONDITIONS

- An enhanced Disclosure and Barring Service Check is a prerequisite of offer of employment.
- Post-holders are strongly advised 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:

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

Personal Qualities

- Non-judgemental approach
- Welcoming
- Empathy
- Commitment to empowering service users.
- A commitment to reducing harm caused by substance use to individuals, families and communities.
- A profound belief in an individual's capacity for change and an ability to motivate others to change.
- Capacity to handle responsibility and remain enthusiastic and motivated working with people with complex needs

Competencies and Skills

- Relationship building and problem solving skills.
- Good communication and evidence-based key working skills.
- Presentation and training skills.
- Networking and liaison skills.
- Planning and organisational skills.
- Experience of supervising others' work.
- A good standard of IT skills.

Experience & Knowledge

- Demonstrable ability to supervise staff.
- Demonstrable enthusiasm for service development and problem solving
- Excellent personal management skills.
- 2 years or more experience of working in drugs and alcohol treatment, housing, mental health or a related field.
- Proven experience of working in partnership with other organisations.
- Knowledge and understanding of the stigma suffered by people who use drugs and alcohol.

General

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

Desirable criteria

- Access to own transport
- Past personal treatment **experience** of problematic alcohol/ drug use (2 years substance free in the community).
- Relevant qualification, e.g. Substance Misuse Qualification, Social Work, Nursing, Relevant NVQ (Level 3 or higher).
- Brief intervention skills and experience, including motivational interviewing, brief solution focussed therapy and use of ITEP style interventions.
- Working knowledge of the Criminal Justice System
- Fluent in a South Asian or other language widely spoken in Bristol