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| **JOB DESCRIPTION** | |
| **Job Title:** | Project Volunteer |
| **Hours:** | 6-month minimum commitment – 1 day a week during regular workdays. |
| **Location:** | Bath or Midsomer Norton |
| **Accountable to:** | Drug and Alcohol Treatment Services Department |

# Principle Purpose of the Job

The overarching purpose of this role is to support the effort to reduce drug and alcohol related mortality and morbidity and encourage early access to treatment, so improving health and social outcomes for those often furthest from treatment.

This is a client-facing role, and you will be part of a team providing an accessible, safe and welcoming direct access service for people with problematic drug & alcohol use and enabling access into structured treatment within BANES.

**Key Duties and Responsibilities**

The duties and responsibilities of the role are wide ranging and include:

1. Providing a welcoming, therapeutic approach to engage service users into assessment of their treatment and related needs.
2. Supporting the delivery of:
   1. Harm reduction interventions for people with problematic drugs & alcohol use which includes Needle Syringe Programme (NSP) and Naloxone distribution, from fixed and mobile premises and via assertive outreach.
   2. Outreach services at a range of locations, offering a range of harm reduction interventions, information and brief advice.
   3. Triage and assessment, effective engagement, and open access services from DHI’s operational bases, working closely with other agencies to ensure other needs are addressed.
   4. A range of flexible interventions that will effectively promote positive behaviour change and engage people with a wide range of services.
   5. Smoking cessation service.
3. Offering and encouraging access to BBV testing by means of Dry Blood Spot tests, Hepatitis B vaccination and of treatment for BBV infection where appropriate.
4. Providing advice, information and support to PWID in relation to risks related to injecting, drug and alcohol use, and blood borne viruses.
5. Working proactively to re-engage any individuals who disengage with treatment, with particular focus on those dropping out of opioid substitution treatment.
6. Reporting to the engagement team for advice and guidance and support.

# Personal Performance

# In this role you would be expected to:

1. Work collaboratively, creatively and flexibly with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of goals and positive outcomes for each individual client.
2. Work alongside and provide support and supervision to students, volunteers and peers as required.
3. Be responsible for performance management at an individual level through: self- management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress.
4. Maintain up to date knowledge of evidence based best practice and actively engage in opportunities for learning and development at an individual and team level.
5. Contribute to the continuous improvement of quality and performance of the service.
6. Any other duties in line with the above as required by the team leader and/or service manager.
7. Comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information
8. Carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.
9. At all times adhere to DHI policies and procedures, with specific reference to:
   * + Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
     + Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
     + Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI’s Equality and Diversity Policy.
     + Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
     + Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.
     + Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
     + Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
10. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
11. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
12. Perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
13. Participate in regular supervision and support.

**Qualifications, Skills and Experience requirements**

* No specific qualifications or experience is required; however, a psychology, health/mental health background would be helpful.
* A desire and curiosity to work with people who are, or recovering from drugs and alcohol dependency.
* Fit with DHI Values: Self-Direction, Stimulation, Zest for Life and Flexibility.