



Developing Health & Independence

JOB DESCRIPTION	
Job Title:	Engagement Worker
NJC Scale Point:	NJC Pt 9 - 19 depending on experience, pro rata for part time roles
Hours:	18.75 hours per week and such additional hours as are required by the business from time to time. The hours will usually be worked during normal office hours with some evenings on a rota basis Flexible working may be available subject to the requirements of the service, the business and operational management.
Annual Leave:	26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days) pro rata for part time roles.
Location:	Warmley (The role will require some travel across the South Gloucestershire region. The use of a car, and the willingness to use it for the purposes of this role is an essential requirement]
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Engagement Team Leader
Accountable for:	Volunteers & peers

Principle Purpose of the Job

Working within DHI's Integrated Drug & Alcohol Treatment Service, the aim of the role is to provide accessible, locality based, flexible, harm reduction and brief interventions as well as structured support in South Gloucestershire for people who use a range of substances (including alcohol, prescribed and non-prescribed opiates, stimulants, performance enhancing drugs, cannabis and novel psychoactive substances) as well as working with service users involved in the criminal justice system.

Engagement Workers will also operate a needle exchange service and deliver other harm reduction interventions (e.g. screening for blood borne viruses and naloxone supply) as well as working alongside the wider community and community volunteers in addressing local needs.

Key Duties and Responsibilities

To deliver one-to-one and group support using evidence-based techniques such as MI and Solution-Focused Brief Therapy to a caseload of clients to support them in addressing their problematic use of a range of substances

To provide brief structured interventions for non-opiate users, utilising the SPACED (Stimulant, Psychoactive, Club and Experimental Drugs) care pathway

To develop and maximise service users' personal strengths, social networks and recovery capital (social, physical, human and cultural) by early identification of needs and signposting to appropriate services

To identify and target engagement with hard to reach groups and respond to emerging drug trends

To liaise with the National Probation Service and Community Rehabilitation Company as required, for service users subject to drug or alcohol treatment orders

To offer Required Assessment follow up appointments and liaise with the provider of arrest referral services around attendance and engagement with these appointments.

To work in close collaboration with partners internally and externally to support, motivate and maintain the engagement of service users through all stages of their recovery journey

To promote and support the delivery of a range of flexible activities within the service that will effectively engage/re-engage and retain service users, prevent drop-out and maximise successful treatment completions

To be responsible for providing Needle and Syringe Provision, the supply of naloxone and harm reduction information and advice

To offer support and training to pharmacies to facilitate their involvement in the delivery of needle and syringe exchange services

Personal Performance

To perform as part of the DHI team, attending and participating in regular team meetings, attend appropriate training courses and participate in skills sharing sessions within the team

To work within, and contribute positively to, an appropriate culture of established values and expectations embracing and implementing change

To work collaboratively, creatively and flexibly, to empower and challenge service users

To work flexibly to provide adequate cover for all aspects of the service

To work alongside and provide support and supervision to volunteers and peers as required

To 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

To actively engage in opportunities for learning and development at an individual and team level

To comply with operational management systems of supervision, objectives, appraisal and induction

To develop competencies to effectively deliver a range of psychosocial and other interventions required, undertaking training matched to the role as required

To maintain up to date knowledge of evidence based best practice related to the role

To contribute to the continuous improvement of quality and performance in the delivery of the team's work

Any other duties in line with the above as required by the Team Leader

Monitoring & Administration

To comply with organisational and contractual data collection procedures and reporting requirements

To contribute to the achievement of all key performance targets and reporting requirements via the completion of records and data inputting on time and to the required quality standards

To carry out all necessary administration in relation to casework tasks

To adhere to DHI's risk assessment, Child Protection and Adult Safeguarding procedures when required

To collaborate in the development, implementation and support for effective and flexible systems and structures that are responsive to the needs of service users with different levels of risk, complexity and strengths

To support delivery of a fully integrated recovery-oriented treatment system by ensuring appropriate information sharing and collaborative working between teams to affect safe, seamless and successful treatment journeys for users

Organisational Responsibilities

1. 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.
2. 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 PHE, NICE.
 3. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
 4. To perform as part of the South Gloucestershire and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
 5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

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Engagement Worker

PERSON SPECIFICATION

Essential Skills

Experience of managing a client caseload, care planning, completing assessments and delivering evidence based one-to-one psychosocial interventions and group work

Excellent understanding of harm reduction principles and practice in the substance use field

Good knowledge and experience of working with substance misuse service users involved in the criminal justice system and an understanding of Drug Rehabilitation Requirements, Alcohol Treatment Requirements and Required Follow-up assessments

Experience of working with a wide range of stakeholders to meet the needs of service users

Knowledge of best practice and commitment to Adult and Child Safeguarding principles and procedures

Ability to work flexibly, as part of a multidisciplinary team as well as on own initiative by monitoring and evaluating own work

Excellent level of IT literacy in Word, Excel and databases

Excellent communication skills (written and verbal)

Demonstrates a model of self-care and wellbeing to support healthy work/life balance

Commitment to equal opportunities and anti-discriminatory policy and practice

A current valid driving licence and access to own transport

Desirable Skills

Qualifications to deliver holistic treatments, i.e. acupuncture or other complimentary therapies

Professional Qualification in health and/or social care

Knowledge of Asset Based Community Development models

Experience of providing advice and information on safer injecting techniques