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| JOB DESCRIPTION | |
| **Job Title:** | Engagement Worker |
| **NJC Scale Point:** | NJC Pt 9 – 19 (£20,903 - £25,481 depending on experience, pro rata for part time roles. |
| Hours: | 37.5 hours per week and such additional hours as are required by the business from time to time.  Usual working hours are between 9am- 5pm with a requirement to work flexibly with some weekend and evening work 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). |
| **Location:** | Bath, Midsummer Norton, B&NES and any other location reasonably requested by the organization. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Engagement Team leader |
| **Accountable for:** | Students/Volunteers/ Peers |

#### Principle Purpose of the Job

Reporting to the Engagement Team Leader, the post holder is responsible for working within the Engagement Team as part of the B&NES Drug and Alcohol Service, the worker will seek to engage with clients at the earliest possible stage, delivering interventions that reduce harm to themselves, their peers and the wider community. The worker, will support clients to access pathways to treatment and wider health, housing and social care services for people who are using alcohol and other drugs.

Key Duties and Responsibilities The duties and responsibilities of the role are wide ranging and the lists below should be seen as a set of examples as opposed to an exhaustive list:

*Operational Duties*

1. To deliver triage and assessment, effective engagement and harm reduction interventions, and open access services from DHI’s operational bases, working closely with other agencies to ensure other needs are addressed.
2. To maximise the number of presentations to the service through rapid and assertive engagement of people within the open access services and through targeted outreach and, where appropriate, support their smooth transition into structured drug and alcohol treatment pathways, undertaking relevant assessments and developing initial support plans.
3. To support the delivery of a range of flexible interventions that will effectively promote positive behaviour change and engage people with a wide range of services.
4. To deliver outreach services at a range of locations, offering a range of harm reduction interventions, information and brief advice.
5. To provide static, mobile and peer-to-peer needle and syringe programmes to people who inject drugs, including the delivery of harm reduction information and advice. To train and support volunteers and peers in providing needle and syringe programmes.
6. To offer support and training to pharmacies to facilitate their involvement in the delivery of needle and syringe exchange services.
7. To work proactively to re-engage any individuals who disengage with treatment, with particular focus on those dropping out of opioid substitution treatment.
8. To support the development of Peer involvement appropriate for the services provided
9. To ensure that service users maintain regular health checks, including blood borne virus and other relevant screening where required. To conduct blood spot testing referring service users into treatment for BBVs as appropriate. To deliver individual and group training on overdose awareness and naloxone administration.

1. To support and promote ‘visible recovery’ within the service including a focus on appropriate planned exits from service at all stages of the treatment pathway

**Personal Performance**

1. To 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. To work alongside and provide support and supervision to students, volunteers and peers as required.
3. 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.
4. To 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. To 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

**Monitoring & Administration**

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

#### 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.

1. 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.
2. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
3. To 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.
4. 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.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * An excellent understanding of harm reduction principles and practice in the substance use field, and experience of delivering harm reduction interventions * Experience of undertaking triages, assessments and risk assessments. * Experience of working with a wide range of stakeholders to meet the needs of service users | * Experience of providing Needle Exchange and outreach interventions | Application/Interview  Application/Interview  Application/Interview |
| **Knowledge** | * Knowledge and commitment to Adult and Child Safeguarding principles and procedures * An understanding of the practical issues and barriers clients face including housing debt and employment * Excellent level of IT literacy in Word, Excel and case management systems * Excellent communication skills (written and verbal) |  | Application/Interview  Application/Interview  Application  Application |
| **Skills** | * The ability to promote and embrace peer involvement in service delivery * Works independently and collaborates with others * Shows positivity, enthusiasm, optimism and resilience in the face of setbacks |  | Application/Interview  Application  Application/Interview |
| **Values and behaviours** | * Ability to see and take advantage of opportunities whilst balancing risk and innovation * Flexible, proactive and responsive to change. * Works in a way that aims to maximise the potential of others in their role. * Commitment to equal opportunities and anti-discriminatory policy and practice. |  | Application/Interview  Application/Interview  Application/Interview  Application |
| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel. * A willingness to work flexibly including some evening and weekend work |  | Application  Application |