



JOB DESCRIPTION

1.	Role	Oxygen Routes Outreach Worker
2.	Based	TBC - Hertfordshire
3.	Main Purpose of the job	
<p>Oxygen Routes (part of Druglink) is a commissioned outreach service for people living in Hertfordshire who have a drug or alcohol related problem and are experiencing housing problems.</p> <p>The service provides housing and recovery related support and is strongly focused on promoting and creating a culture shift in responding to the housing support needs of people in treatment supporting people to prevent homelessness, achieve independent living, recovery and community reintegration with a trauma informed approach to your work. The duration of support will often vary depending upon individual’s needs and can be provided for up to two years. As part of team of Recovery Support Workers, you will support a caseload of 15 service users through one-to-one keyworking and support and care planning. You will adopt a flexible approach to your work, working in a holistic way to support clients.</p> <ul style="list-style-type: none"> ▪ Adopt a person-centred approach: non-prescriptive in level of engagement; offering long-term support that follows people through both their treatment and recovery journey and through different types of accommodation ▪ Co-locate across relevant services in your area to enhance the service offer, taking the service to the person ▪ Actively pursue and maintain good relations with relevant agencies: including care co-ordinators, social care, health, enforcement etc. ▪ Co-locate across relevant services in your area to enhance the service offer, taking the service to the person ▪ Work effectively with external agencies and develop excellent working relationships with commissioners, care managers, other potential sources of referral and joint working. Improving partnership working across housing, homelessness, health and social care services and ensuring that teams in housing services are trained and supported around drug and alcohol needs helping people to access treatment pathways and engage effectively ▪ To work closely with all relevant stakeholders, including family members, social workers, GP’s, the criminal justice system etc. 		

- Representation at District single homeless pathway partnership meetings
- Establish relationships with Districts Housing Options teams and Homelessness Temporary Accommodation Support Services
- To complete and regularly review care plans which set out individual service user goals, to support service users to meet their targets as set out in the care plan, to ensure that Druglink provides tailored support around people's accommodation needs, social reintegration and help people to reduce their social isolation and manage their tenancies more effectively
- You will liaise with other support providers and agencies relevant to an individual's needs in a multidisciplinary way, such as drug and alcohol treatment providers, GPs, social services, mental health services, housing providers, probation and welfare benefit agencies, to help establish good working relationships with these stakeholders, that will support the complex needs pathways throughout Hertfordshire.
- You will have an easily accessible, non-judgmental, client-centred approach and will be a strong team player.

The team has office bases in Hertford and Hemel Hempstead, and support services will be provided for clients in their own homes or via satellite sessions in agencies across Hertfordshire.

The post holder will work 37.5 hours per week. It is essential that you are a car owner and have the ability to drive across a wide geographical area. Flexibility in the hours will be required including evening, weekend and bank holiday, as necessary. Providing in-reach and outreach in the community and to people's homes with a focus on homeless hostels and local authority temporary accommodation; working outside of 9-5 provision where necessary

This is an outline of the post holders' duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of Druglink

4. Reporting and Working Relationships

This role reports to the Druglink's Service Manager/Team Leader
The diagram below illustrates how this role works in partnership with both internal and external colleagues and service users.



5.	Role Specific Responsibilities
5.1	To provide of a high-quality support service for vulnerable people who have drug, alcohol and multiple needs and live in a range of tenures.
5.2	To organise support for people on an individual basis aiming to maximise independence, recovery and community re-integration.
5.3	To provide practical and emotional housing and recovery related support to enable service users to sustain independent living.
5.4	To ensure that individual needs assessments and support plans are developed and regularly reviewed in-conjunction with the individual concerned and other appropriate professionals, carers and advocates.
5.5	To ensure service user risk assessments are carried out and the risk management plan are developed in conjunction with the service user.
5.6	To liaise with other organisations, particularly drug & alcohol services, GPs, Social Services, Mental Health & Learning Disability Services, learning, volunteering and employment service, and any other relevant providers, to ensure how service users' needs can be best met. These should include statutory and voluntary sector services.
5.7	Encourage service users to develop confidence to make their own decisions, which may involve taking informed risks
5.8	Ensure that service users receive welfare benefits due to them and any guidance needed in relation to their financial affairs.
5.9	Ensure that service users understand the need to pay rent and bills and are supported to develop the skills to do so.
5.10	Ensure that service users receive advice and support in developing life skills in relation to maintaining their own home, socialising, developing support networks, volunteering, training education employment and leisure activities
5.11	To ensure compliance with Druglink's relevant policies and procedures
5.12	To keep all necessary records as required
5.13	To make full use of new technology and mobile working for all relevant tasks
5.14	To assist and contribute to continually developing the service to meet the changing needs of service users
5.15	To keep abreast of issues nationally to ensure that the best practice is applied in line with the Quality Assessment Framework and other relevant guidance.
5.16	To participate in the development and review of scheme operational policies and procedures
5.17	To undertake any other duties consistent with the objectives of this post.
5.18	To ensure that all tasks are carried out in accordance Druglink's Equal Opportunities Policy and service level guidelines.
6.	Organisational Responsibilities
	<u>Safeguarding (Client Facing Roles)</u> Demonstrate an understanding of and commitment to safeguarding best practice by ensuring the safeguarding and well being of children and vulnerable adults; develop core competence and keep up to date with continuing professional development in this area; to record and regularly update all required information within required

	timeframes and regularly bring all safeguarding cases to supervision for review.		
	<u>Equal Opportunities</u> Druglink is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. Druglink expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.		
	<u>Boundaries and Behaviours</u> Druglink expects all its employees to observe professional integrity in relationships with service users, peers and other relevant professionals.		
	<u>Health & Safety</u> Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management.		
	<u>Confidentiality</u> Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.		
	<u>Performance Management</u> Druglink is committed to the delivery of best value to the people who use its services and those funding our services. Embedded at the core of this is our performance management process. You will be an active participant in probationary reviews, appraisals, team meetings, best practice and other forums across the organisation.		
	<u>Supervision</u> You will be expected to take part in regular one to one meeting with your line manager, to reflect on learning, boundaries and behaviours personal interactions with people using our services, peers and partner agencies. In addition, you also take part in clinical supervision which provides a safe environment to reflect on your practice/engagement and the inter-personal dynamics of your relationship with clients.		
	<u>Continuous Professional and Personal Development</u> With its culture of learning Druglink expects all its employees to seek learning opportunities either by attending learning & training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.		
	<u>Flexibility & Adaptability</u> As services and the needs of the people who use our services evolves, so too, does your role and you will be expected to embrace change.		
7.	Person Specification: Essential and Desirable requirements (E&D) for the role and assessing and testing the necessary level of competence required for this role either via the Application form (A); Interview (I) or (E) = Exercises	E/D	Measured by
7.1	Understanding of issues relating to vulnerable	E	A/I

	people living in the community and the process of supporting people towards independence and recovery and community reintegration.		
7.2	Understanding of issues in relation to people with drug and/or alcohol misuse issues	E	A/I
7.3	Understanding of housing management issues.	E	A/I
7.4	Understanding of best practice and requirements set out in the Quality Assessment Framework.		
7.5	Experience of working with vulnerable people	D	A/I
7.6	Understanding of and commitment to ensuring the safeguarding and well being of vulnerable adults and children	E	I
7.7	Understanding of the key components in planning and delivering a support service to a caseload of clients	E	I
7.8	Experience of liaising with social services, health agencies, housing providers and voluntary organisations	D	A/I
7.9	Excellent written/verbal communication skills	E	A/I
7.10	Ability to advise service users e.g. on benefit entitlement and budgeting	E	A/I
7.11	Ability to identify relevant resources/services and enable tenants to use them effectively	E	A/I
7.12	Willingness to be self-servicing with regard to administration and ability to use technology in day-to-day work	E	A/I
7.13	Ability to work on own initiative and willing to work as a team		A/I
7.14	Able to listen and support people experiencing difficulties		A/I
7.15	Car owner and able to drive, cover a large geographical area	E	A/I
7.16	Willing to work flexible hours, including weekends	E	A/I
7.17	An understanding of and commitment to equal opportunities	E	A/I
8.	Desirable Qualifications & Continuous Professional Development (Candidates must be willing to undertake the qualifications listed below if they haven't already done so)		
8.1	Good standard of both written and verbal English. A high level of accuracy when writing reports and completing client information. As part of your Continuous Professional Development you will be expected to attend learning events and training on a regular basis and to reflect on your learning so as to build and develop best practice within your team and across the organisation.		
9.	Career Progression and Development		
9.1	At Druglink we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialism's and lead responsibility roles with teams and other services within Druglink.		

			Authors		
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