

Job Description and Person Specification

Job Title	Outreach Worker
Salary	£26,000 to £29,000 (starting salary dependent on experience.) Permanent
Annual Leave	26 days per year and bank holidays and statutory holidays. 1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year.
Pension	Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free.
Benefits • Hybrid working, to work at home for part of your working week, and a DHI work laptop and mobile phone. • Life Assurance Cover. • Mileage allowance of 45p per mile for using your own car for work journeys. • Cycle to Work scheme that can save you 25-39% on the cost of a bike and cycling accessories. • Deals and discounts from DHI's membership of charityworkerdiscounts.com. • Access to a confidential 24-hour helpline to support you through life's challenges. • Training to help you to do your job well, and a friendly and a supportive workplace with a track record for promoting high performing staff.	
Hours of Work	37.5 hours/ per week and additional hours as required from time to time. Usual working hours are 9am to 5pm with occasional evenings and weekends.
Place of Work	Warmley, Yate, Patchway (base to be agreed) and any other location required by DHI. DHI's Hybrid Working Policy means you can choose to work at home for part of your working week (to be agreed with your line manager to meet service need).
Travel for Work	Required to travel across SGlos and must be willing and legally able to drive and have use of a car that is insured for business use.
Accountabilities	Accountable to: Recovery Team Leader
Purpose	• Promote social inclusion and independence. • Work alongside people experiencing problematic alcohol or drug use that may not be able to access traditional services. Using a person-centred approach to support them in achieving their goals. • Working directly in the community and with a range of partners to meet people 'where they are', the Outreach Worker reduces harm, builds trust, and supports people to make positive changes in their lives.

Responsibilities

Person Centred Service Delivery

- Meet people 'where they are' to offer information, advice and guidance to support an individual to reduce drug or alcohol related harms, and encourage access to support (DHI, DHI on-line or other service).
- Work in a way which enables clients and communities to reduce barriers to access a wide range of support.
- Undertake assessments and develop person centred support plans in collaboration with those requiring support. Person Centred assessments and Support Plans are tailored for and driven by the client, recognising their resources, strengths, aspirations and needs. Assessments and plans look beyond the presenting 'problem' and support clients to progress toward goals and aspirations using all available resources (e.g. clients' support network, online help, DHI and external agencies, clubs, activities and services).
- Support people to move through the service using the support plan as a dynamic document for change and give feedback on progress.
- Monitor and document the progress of individual clients, maintaining accurate, up-to-date, and confidential records that provide essential data.
- Identify, address, advocate, and escalate issues with clients as appropriate.
- Ensure there is clarity regarding the lead agency and a coordinated care plan.
- Provide proactive, mobile support across South Gloucestershire, engaging people who are rough sleeping, in insecure housing, or otherwise unlikely to access office-based services — including young adults — and delivering early intervention, harm reduction, and practical preparation for treatment.
- Work collaboratively with local partners (housing, youth services, criminal justice, health) to offer joined-up, wraparound support, training and improve access to treatment and safety for those at highest risk.

People and Performance

- Participate fully in regular supervision, team meetings, appraisals and learning and development activities.
- Contribute to a positive, collaborative, and person-centred culture and model DHI values in your behaviours.

Compliance

- Understand and adhere to all DHI's policies and procedures as well as good practice guidelines, legal and regulatory requirements.

Other

- This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.
- The post holder will be expected to undertake any other duties reasonably requested by their manager and commensurate with the expectations of the role.

Skills, Knowledge, Experience, and Behaviours

The most important quality to succeed in this role will be your positive attitude, resilience, and enthusiasm for the work of DHI and your team.

Essential Criteria:

- Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).
- Good communication skills, written and verbal, and the ability to build trust quickly.
- Ability to plan, prioritise, and organise your own work and time.
- Good basic level of IT literacy (proficient in Word, sending emails and able to input data into systems following training).
- Experience of working with vulnerable adults, ideally in drug/alcohol or homelessness services
- Knowledge of harm reduction approaches and safeguarding practices
- Able and willing to travel around the geographical area covered by the service.
- Flexibility to work across different locations and times

Desirable Criteria:

It is **desirable** that you can demonstrate:

- Experience of community outreach work
- Undertaking assessments and producing support plans within a health or social care setting.
- Brief solution focussed counselling or motivational interviewing skills.
- Knowledge of local services and community networks in South Gloucestershire

All the above skills, knowledge, experience, and behaviours will be tested at application and interview.