

Bristol Drugs Project

Job Description:

Female* Link Team Engagement Worker (Substance Misuse) (Fixed Term until End of March 2024)

Link Team Second Step, Bristol

**Due to the specific requirements of this role, the post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement)*

To engage and support the client group in leading their journeys, and to maximise their choice and control over the support they receive. The client group is people who are homeless including those sleeping rough, experiencing intense emotional distress associated with a mental health difficulty. Individuals may also be experiencing a range of other issues and unmet needs in addition to facing systemic barriers.

The post will work with the range of existing services and agencies to achieve practical coordination and brokerage of specialist and mainstream services for clients. This may involve taking on the role of Lead Practitioner as part of the My Team Around Me approach.

The post will also help to identify and challenge blocks in the system, find creative solutions for clients, share learning and help influence positive change in the way agencies provide services for the client group. This particular post will primarily work with female service users.

1 JOB PURPOSE

This service is funded through NHSE to improve services and outcomes for homeless people experiencing chronic psychosis. Avon & Wilts Mental Health Partnership Trust (AWP) hold contract management for the service with Second Step holding operational management.

The aim is to bring together and enhance existing mental health services to wrap around the client, joining up statutory and third sector partners to provide an integrated service that ensures easy and early access to expert specialist clinical care, through skilled engagement, as well as addressing wider determinants of mental health and wellbeing. This will:

- Create a bridge between the client and the wide range of expertise across the local system
- Make best use of collective resources to provide person-centred, trauma informed care at every stage in the pathway
- Test and develop the My Team Around Me principles and approach
- Take a holistic approach, balancing clinical need with wider determinants of wellbeing
- Empower and enable individuals to participate fully in their care, and support them in moving off the streets/away from homelessness and into recovery

2 PRINICPLE ACCOUNTABILITIES

- To deliver specialist drug and alcohol support to users who have both complex and multiple needs such as housing, mental health and homelessness.
- Reach and identify clients for referral to the programme.
- Working with a caseload, undertake proactive work to build trusting relationships with clients, and develop a full understanding of their backgrounds, current situation, their priorities, needs, hopes and ambitions.
- Engage with clients wherever they may be, including day centres, the streets, community centres, GP practices, and temporary accommodation settings. To be flexible to work when needed across multiple sites and within specific localities and communities, including evenings, early mornings and weekends.
- Provide a single consistent point of contact for the client and agencies working with them.
- Develop a recovery plan with the clients which is strengths based, to support each individual in leading their journey and review progress with them on a regular basis
- Increase client engagement, motivation and improve wellbeing by delivering a range of interventions directly and in partnership with other services and organisations
- Respond flexibly to clients, meeting at times and locations chosen by them.
- Enable clients to build contact and increase use of mental health and other services.
- Where required, act as Lead Practitioner, by advocating on clients' behalf, brokerage of services and coordination of a multi-agency personalised response. The approach will apply My Team Around Me (MTAM) principles and will involve working in collaboration with staff in other agencies to find creative solutions.
- Working with the Psychologist, implement agreed formulations for individual clients, participate in reflective practice, and assist in enabling the implementation of a psychologically and trauma informed approach in all aspects of the team's practice.
- Be part of Test & Learn project, raising service blocks and barriers with the agencies concerned and with the MTAM leads.
- Work within information sharing protocols, and implement enhancements to information sharing that capture whole client journeys.
- Work closely with all agencies to obtain client consent, to allow better information sharing and coordinated support.

- Routinely and systematically engage clients in planning and delivering improvements in services.
- Maintain up to date information on available services
- To provide evidence-based and solution-focussed brief interventions and crisis management as required
- To promote treatment, and facilitate access to assessment for Bristol ROADS for structured treatment and liaise with other agencies as needed
- To provide advice, information and support to PWID in relation to risks related to injecting, drug and alcohol use, HIV, Hepatitis B and C and sexual practice
- Apply a positive risk management approach to working with clients, finding creative ways to work safely with individuals
- Assist in developing and implementing Equalities Impact Assessments and Action Plans for reaching and supporting clients who face additional barriers and exclusions due to cultural or other factors.
- Record client contact, progress and outcomes, help to analyse client data, and meet all reporting requirements. This will involve using cross-data systems such as Rio, Connecting Care, Inform.
- Contribute to learning and evaluation of the service (locally and nationally) and what works for the client group, and help influence change in the way services are designed and delivered in future.
- Ensure that best evidence and best practice is applied within the service at all times
- Work evenings, weekends and occasional bank holidays, as required.
- Undertake any tasks requested by Team Manager, that are either within the role holder's capability or offer development opportunities, with appropriate support, to the role holder
- Carry out role adopting and promoting the values and principles of the programme and within the employer's staff code of conduct.

General duties

- Engage and build relationships with the target client group
- Enable clients to access and sustain their engagement in mental health and other services and to pursue their hopes and ambitions
- Act as Lead Practitioner, advocate on behalf of, broker and coordinate services chosen by clients
- Identify blocks and barriers faced by clients, and help to achieve solutions to overcome them
- Monitor, record, report and share learning and impact

- Adhere to relevant BDP and Second Step Policies and Procedures at all times. Where these differ then Second Step policy and procedure super cedes BDP's with the exception of policies related to individuals' employment.
- To maintain appropriate records (both electronic and manual), within required timescales.
- To notice and respond to safeguarding issues, following BCC Safeguarding procedures, recognising that this population comprises both the most vulnerable and those often at the centre of vulnerability, discrimination and stigma.
- To attend such internal and external meetings as directed
- To take all reasonable steps to comply with the Health & Safety at Work Policy.
- To work within the framework and spirit of the agency's Equalities Policy and to actively promote the Policy within Second Step, and in all dealings with other agencies
- After reasonable consultation, to undertake any other task which is necessary, if called to do so by the Link Team Manager.

3 DIMENSIONS

3.1 Finance

- 3.1.1 No budgetary responsibilities.

3.2 Staffing

- 3.2.1 Line managed by A Second Step Link Team Manager
- 3.2.2 Manager within employer organisation – Shoba Ram, Engagement Service Manager, Bristol Drugs Project.

3.3 Environment

- 3.3.1 Hours of work: As per contract of employment. Regular out of hours commitment, including evenings and weekends, are required as part of normal working hours for this post to provide a 5 day a week service, 52 weeks a year. Core hours are usually between 9am and 5pm.
- 3.3.2 Travelling across Bristol is integral to this role and it's service delivery.
- 3.3.3 This work may involve potential risks of physical harm, needle-stick injury and working at times in an unhealthy environment. These risks are inherent in being in unknown environments where there is active drug and alcohol use.

3.4 Technology

- 3.4.1 A standard level of involvement with office equipment, including competent use of an electronic case management system, is required.

4 SUPERVISORY RESPONSIBILITIES

- 4.1 None

5 QUALIFICATIONS AND EXPERIENCE

These are set out in the Person Specification.

6 CONTEXT

6.1 Key Contacts

- 6.1.1 Across Second Step Link Team.

- 6.1.2 External to Second Step: Drug and alcohol service providers within and outside of Bristol ROADS, General Practitioners, GP practice managers, pharmacists, social workers, probation officers and a wide range of generic and community services.

7 SCOPE FOR IMPACT

- 7.1 Decisions that can only be made with reference to line management.
 - 7.1.2 Policy changes; anything which would significantly impact on the rest of the organisation; anything with financial implications; significant service development; representing the agency to the media or other organisations.
- 7.2 Decisions that can be made without reference to line management.
 - 7.2.1 Detailed operational issues and organisation/prioritising of work.

8 SPECIAL NOTES OR CONDITIONS

- 8.1 An enhanced Disclosure and Barring Service check is a prerequisite of offer of employment.
- 8.2 This is a post in a developing service, which involves a wide range of agencies. The priorities for this role will be under review and may change as the service develops so will require flexibility from the post holder.



PERSON SPECIFICATION:

**Link Team Engagement Worker (Substance Misuse) (Fixed Term until End of March 2024)
Link Team Second Step, Bristol**

The person appointed to this post will be able to demonstrate that they have acquired, (or where appropriate have the potential to develop) the following:

Essential criteria

Personal Qualities

- Empathy
- Non-judgemental approach
- Welcoming
- Commitment to empowering service users.

Competencies and Skills

- Current drug and alcohol harm reduction knowledge
- Strong client engagement skills, demonstrating flexibility and persistence in engaging clients using a variety of strategies
- Ability to think and operate 'outside the box' in order to find creative and non-traditional ways of supporting clients
- Skills in supporting clients to lead their recovery journey, and to maximise their choice and control
- Negotiation and client advocacy skills
- Solutions focused "can do " approach
- Good standard of IT skills, particularly in MS Word
- Excellent communication skills in both written and oral form
- Able to work well under pressure and to plan and manage workload
- Experience of providing practical and emotional support to enable the client to take up the responsibilities of their own tenancy and settle and reintegrate into the community.
- Proven experience of outreach or floating support work, demonstrating persistence and flexibility and a range of strategies in successfully supporting clients to engage voluntarily
- Experience of conducting thorough assessments of people's needs, entitlements and aspirations that is asset/strengths based and co-produced with clients
- Experience of recording actions and care plans to enable good client support and evidence.

- An understanding of and an ability to work in a psychologically and trauma informed way
- Proven ability to build relationships, and to work collaboratively and successfully in a team environment across sectors and agencies
- Proven ability to operate risk management and safe working practices in working with vulnerable client
- An understanding of the issues experienced by the client group gained through personal and/or work experience
- A proven knowledge of safeguarding processes
- Good communication, counselling and key working skills.
- Commitment to diversity and equal opportunities at work
- Ability and motivation to work with a Recovery focused, strengths based approach
- Commitment to co-production with service users and peer led approaches

General

- Able to work flexible hours including evenings, weekends and bank holidays.
- Ability to travel flexibly across the city

Desirable criteria

- Access to own car, moped or other vehicle and full UK driving licence.
- Applying Psychologically Informed Interventions
- Brief intervention skills and experience, including motivational interviewing, brief solution focussed therapy and use of ITEP style interventions.
- Proven experience of mental health issues and/or services, either as a user, carer or supporter.
- Relevant qualification e.g. Substance Misuse Qualification, Social Work, Nursing, Relevant NVQ (Level 3 or higher).
- Fluent in a South Asian, East European or other language widely spoken by Bristol's population.

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