



Job Description

Service	Catalyst
Job Title	Assertive Outreach Worker
Reports to	Team Leader
Base	Guildford
Salary	£ 19,000 - 24,000 (pro rata 28 hours per week – 4 days)
Organisation	Catalyst is a non-profit organisation working with people who are dealing with issues stemming from drug and alcohol misuse and mental health. We believe in peoples' ability to change and are proud of our non-judgmental ethos.
Project	Catalyst High Impact (CHI)
Purpose of Job	To work as part of an assertive outreach team working to the principles of the 'Blue Light Project' providing engagement, harm-reduction, motivation to change, and preparation for treatment for high risk and alcohol dependent drinkers who are having the greatest impact on public services and the wider community across Surrey.

There is an element of crisis response to this role and also anti-social hours at times, so some evening work may be required.

Key Activities:

- To attend Community Harm and Risk Management Meetings (CHaRMM) to access referrals
- To liaise with the Alcohol Specialist Nurses at Acute Hospitals in taking referrals and engaging with patients that meet the criteria for the service.
- To liaise and work with the South East Coast Ambulance Service NHS Foundation Trust (SECAmb), Frequent Attenders Programme, and Surrey's Multi-Agency Safeguarding-Hub in engaging high risk drinkers that meet the referral criteria.
- To undertake assertive outreach to identify and engage with clients referred from key referral services from across the county.
- To respond to working with clients in the community or wherever the client feels comfortable
- To conduct continuous risk assessment and develop and update risk management plans
- To transport clients to appointments as required
- To provide person centred approaches to understand client needs and the barriers which may be impacting on their ability to engage.

- To support clients to stabilise their behaviours, improve quality of life and reduce alcohol-related harms.
- To facilitate joint working with other support services to tackle any barriers without the time limitations of structured treatment, these include:
 - Housing
 - Health
 - Social care
 - Mental health
- To keep client case management system up to date and record data and outcomes in line with service contract

Once the client’s behaviours are stabilised and the client feels able to appropriately engage with statutory services, the outreach workers will, in addition to the above:

- To motivate the client towards treatment and other necessary support services which could facilitate recovery.
- To support attendance at assessments and ongoing appointments where appropriate and needed.
- To work within the jointly agreed pathway with i-access re: care assessment, treatment and discharge.

Person Specification		
	Essential	Desired
Qualifications and experience		
A diploma or degree in appropriate subject i.e. counselling, psychology, social work, probation, mental health, Health and Social Care (level 3) and/or a minimum of 3 years community experience of working with adults relating to mental health, drug and alcohol work, and accommodation issues.	✓	✓
Knowledge and skills		
An understanding of confidentiality, consent, information sharing, in line with GDPR.	✓	
A working knowledge of assertive outreach work, assessing and managing risk and Safeguarding, and policies and procedures supporting these.	✓	
An ability to work with complex clients (alcohol, homelessness, mental health issues) in the community.	✓	
A good working knowledge of alcohol dependence and relevant education, harm reduction and treatment.	✓	
Skilled in providing support within a multi skilled/disciplinary approach within teams and with external organisations.	✓	

Person Specification

A working knowledge of supporting clients to access services such as: hostel/housing, benefits, mental health, physical health, and treatment services.	✓	
Good communication and written skills and a commitment to accurate and confidential record keeping on case management systems.	✓	
Ability to interact effectively with the clients, colleagues and other professionals whilst retaining clear boundaries.	✓	
Ability to work to all the policies, procedures and standards of the service and joint working arrangements with statutory and voluntary sector partners.	✓	
A good understanding of personal limitations, ability to identify when to seek advice and support, and deal with issues in a professional manner.	✓	
Information Technology		
Manual dexterity to use computer keyboard and mouse.	✓	
Proficient in Microsoft Word, use of email, Outlook, and basic Excel skills.	✓	
Ability to enter data onto a database as required by the Service	✓	
General		
A full driving licence and insurance for business use including transporting clients	✓	
Ability to work flexibly across operational hours and evenings where required	✓	
A passion for developing own skills/knowledge base through ongoing learning and development		

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Amendments: This job description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.