

Job Description

Service	Liaison and Diversion
Job Title	Assertive Outreach Worker
Reports to	Service Manager – Liaison and Diversion (SABP)
Base	Surrey wide service locality bases Guildford, Staines, and Redhill
Salary	£ 26,000 (Full time)
Organisation	Catalyst is a non-profit organisation working with people who are dealing with issues associated with their mental health and wellbeing, and/or drug and alcohol use. We believe in peoples’ ability to change and are proud of our non-judgmental ethos.
Project	Liaison and Diversion Service
Purpose of Job	<p>Catalyst in partnership with Surrey and Borders Partnership Foundation Trust and Barnardo’s are to provide the Liaison and Diversion services to the Surrey community.</p> <p>The aim of the service is to provide early intervention for vulnerable people of all ages as they come to the attention of the criminal justice system. People will be assessed and individuals with mental health concerns, learning disabilities, substance misuse problems and other vulnerabilities will be identified as soon as possible and offered support, signposting and referrals to appropriate support services based on their needs.</p> <p>Information gained from the assessments will be shared with the relevant youth and criminal justice agencies to enable key decision makers to make more informed decisions on diversion, charging, case-management, effective participation in criminal justice proceedings, remand and sentencing for these vulnerable individuals.</p> <p>The Assertive Outreach Worker will work with colleagues in the Liaison and Diversion Service to offer person-centred and community based support and interventions which will improve the health and social care for individuals whilst reducing offending and supporting the best possible decision making within criminal justice partnerships.</p>

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. Police Vetting is required for the role.

Key Activities:

- To work with Liaison and Diversion colleagues in locality criminal justice settings to engage with individuals following assessment.
- To actively engage with clients in their local community to support the client achieve their goals following assessment.
- To conduct continuous risk assessment and develop and update risk management plans with partners.
- To adhere to all the policies and practices of the Liaison and Diversion service.
- To provide advice, information and appropriate harm reduction advice based on an individual's needs.
- To support the client to engage with key local services to improve their health and wellbeing e.g. primary care, housing, benefits etc.
- To jointly work with the client's other support workers to ensure client meets any criminal justice requirements.
- To transport clients to appointments as required and support clients at assessments and ongoing appointments where appropriate and if needed.
- To develop joint working arrangements with key local services, attend joint assessments if required and attend partnerships meetings.
- To support individuals to find employment, undertake training, access support services, and cultivate positive social networks.
- To keep up-to-date records, data and outcomes in line with the service contract.

Person Specification

	Essential	Desired
Qualifications and experience		
A diploma or degree in appropriate subject i.e. counselling, psychology, social work, probation, mental health, learning difficulties and/or Health and Social Care (NVQ level 3) and/or a minimum of 2 years community experience of working with adults relating to mental health, learning difficulties drug and alcohol work, and accommodation issues.	✓	✓ ✓
Knowledge and skills		
An understanding of confidentiality, consent, information sharing, in line with GDPR.	✓	

Person Specification		
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, learning difficulties, mental health issues) in the community.	✓	
A good working knowledge of harm reduction approaches.	✓	
Skilled in providing support within a multi skilled/disciplinary approach within teams and with external organisations.	✓	
A working knowledge of supporting clients to access services such as: hostels/housing, benefits, primary care, 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.

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.