

Job Description

Service	Specialist Assertive Outreach – Cuckooing
Job Title	Specialist Assertive Outreach Worker – Cuckooing (2 years fixed term)
Reports to	Senior Worker
Base	Blended working with Woking or Guildford as a base
Hours	Part time (21-28 hours per week)
Salary	£25,000-£27,000 pro-rata (experience dependent)
Organisation	<p>It's not just about what we offer, but how we offer it.</p> <p>Catalyst is a non-profit organisation working with people who are dealing with issues stemming from drug and alcohol misuse and mental health – including housing, involvement with criminal justice, relationships with family and friends and getting back into work.</p> <p>Guildford-based for over 30 years, we work throughout Surrey and its borders in partnership with a wide variety of statutory and non-statutory organisations and bodies to provide support.</p> <p>We believe change is achievable when facilitated by skilled professional staff and volunteers offering a friendly, respectful, non-judgemental and personal approach.</p> <p>Our values are Kindness, Integrity and Commitment.</p>
Purpose of Job	To work with and support vulnerable adults in Surrey to provide holistic targeted support where there are concerns of cuckooing. You will provide preventative work and referral onto services including substance misuse.

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.

Key Activities:

- To work within the commissioned service specification
- To liaise and promote service with other agencies in Surrey
- To keep accurate, factual and up to date client records after each client visit
- To participate in monthly safeguarding meetings to review caseload of clients in order to comply with safeguarding and vulnerable adults policies
- To drive and navigate around Surrey to carry out outreach
- To transport clients in staff cars to appointments as required
- To work safely and independently with a high risk client group
- To act as an advocate for vulnerable adults to support them to get services they need to reduce risk
- To share partner intel with Police to support protection of vulnerable adults

- To offer harm minimisation advice and understand the referral pathway into treatment
- To understand Surrey safeguarding protocol and make timely referrals to reduce and highlight risk
- To carry out administration duties and take referrals for the project
- To deliver presentations to other services on cuckooing and project provision
- To develop collaborative partner relationships
- To manage time effectively
- To represent Catalyst in a professional manner at all times
- To work in partnership with the Police as per agreement regarding any partial or full closures, to engage and support the client
- To carry out any client related work in the terms of the working agreement e.g. engagement of client, advocacy, and supporting individuals access other forms of support
- To work within all Catalyst operational policies and procedures
- To act as an ambassador for the vulnerable client group
- To ensure any required records are maintained both electronically and on paper where appropriate
- To engage with supervision and appraisals
- To participate in training that is mandatory and essential for continuous professional development to undertake the role

General terms of reference:

In carrying out the above duties the post holder will:

- Work collaboratively across the organisation to offer support to all main functions.
- Be committed to the role and support Catalyst to be the most efficient it can be.
- Be someone who believes in fairness and conducts themselves with integrity.
- Work flexibly across operational sites, including working from home arrangements in agreement with line management, as required, which may include evening and weekend work.
- Be motivated to improve personal performance, outcomes, contribution, knowledge and skills.
- Be professional when partaking in Management, Trustee Board and other work related team meetings; appraisals, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and identify good practices where appropriate.
- Contribute to maintaining safe systems of work and a safe environment for all staff on site or working remotely.
- Represent Catalyst at external agencies/meetings and support our values and the culture of Catalyst.
- Undertake other duties appropriate to the grade of the post.

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)		✓
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 (drug, alcohol, mental health issues) in the community, in line with Catalyst policies	✓	
Skilled in providing support within a multi skilled/disciplinary approach internally and with external organisations	✓	
An ability to manage a caseload, ensuring service to all is maintained	✓	
Good communication and written skills and a commitment to accurate and confidential record keeping	✓	
A working knowledge of supporting clients to access services such as: hostel/housing, benefits, drug/alcohol services, mental health and physical health services	✓	
Ability to lead and/or support other colleagues and teams in service delivery	✓	
Ability to create case studies and feed into research, including data collection	✓	
A desire to increase skills/knowledge base through ongoing learning and development	✓	
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	✓	
Knowledge and understanding of drug, alcohol, mental health issues and assertive outreach work	✓	
Knowledge of how partial closures and full accommodation closures work	✓	
Ability to work in times of chaos, and work with the client around the	✓	

Person Specification		
partial/full closure and signpost them onto other agencies		
Knowledge and understanding of community working, lone working, and ability to maintain safety whilst working in the community	✓	
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		
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	✓	
A Ability to work flexibly across operational hours, evenings and weekends, where required bility to enter data onto a database as required by the Service	✓	

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.

Please note:

- This job description may be varied from time to time as agreed by the post holder and line manager.
- This job description is subject to annual review.