



Job Description

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| Employer: | The Matthew Project |
| Job Title: | Young Adult Outreach Worker |
| Line Manager: | Complex Needs Manager |
| Salary: | Grade 3 Client Facing Pay Scale: £27,473 - £30,333 per annum |

Role Summary:

The Matthew Project is partnering with the Norfolk County Council, Norfolk Constabulary, and other statutory and voluntary organisations to reduce the prevalence of drug use, reduce the level of drug related crime and the rate of drug deaths.

Operating within the Greater Norwich area, you will be working with young adults aged 18 - 25 who have a history of drug related offending, this involves providing proactive and assertive outreach support and integrated working with other professionals. You will undertake the planning and delivery of direct service user care with minimal supervision, ensuring continuity of practice and working within a multi-disciplinary environment.

Although based in Norwich, the role will involve frequent travel and working from locations within other agency premises in order to maximize the opportunities for joined up working. Evening and weekend working may be required.

Supporting Young Adults

1. To provide access points into the service for young adults, parents, carers and other professionals requiring information, advice and support about substance misuse and related issues.
2. To work in a proactive and assertive way to increase the number of drug users aged 18 – 25 engaging in treatment and recovery support.
3. To identify and engage with young adults individually and in groups, specifically those who have a history within the criminal justice system and are vulnerable and excluded from mainstream services.
4. To provide consultancy and support for colleagues within the Project Adder Team as well as professionals within the wider community.
5. To provide individual psychosocial interventions for young adults using evidence-based techniques in order to support a reduction in drug use and drug related offending.
6. To provide interventions using evidence based psychosocial methods to support family members to manage the impact of a young adult's substance misuse and enable them to better support the young adult in their family.
7. Use a strengths based, trauma informed approach keeping the service user at the centre of treatment delivery.
8. To provide enhanced recovery support by advocating on behalf of clients and taking a holistic approach to client care.
9. To work cooperatively with other agencies and to refer on to other specialist services to improve access to primary care, mental health care and housing services.
10. To represent the service by attending multi-agency meetings, promoting the service, advancing the drug and alcohol agenda and facilitating the integration of the service within young people's services in the respective area.

Liaison with UNITY Clinical Lead

1. To keep the Clinical Lead fully informed of service developments as well as service delivery issues and issues affecting outcomes.
2. Maintain links and networking opportunities with relevant local providers.
3. Attend meetings both internally and with other agencies on behalf of the Clinical Lead as necessary.

Administration To collect relevant data and complete all necessary paperwork associated with the service including referral and assessment forms, NDTMS data and any other administrative paperwork (e.g., time sheets, expenses etc.)

1. To maintain and provide accurate records, statistics and reports as required by the service to support the continuation of funding for the service, including the collection of client case studies.

General Requirements

1. To work within and model the ethos, values and behaviours of the Matthew Project.
2. To take part in regular supervision, appraisal and team meetings as well as other multi-agency meetings and forums as specified.
3. Treat all volunteers, service users and carers with respect and promoting equal opportunities
4. To effectively organise your working day, making the best use of time, geographical distances and resources.
5. Identify personal learning and training needs through supervision and annual personal development review/plans.
6. Actively participate in training and education.
7. Ensure that personal appearance, practice and manner conform to the standards and expectations of the Matthew Project.
8. Maintain a professional relationship with volunteers, service users, carers and colleagues.
9. Comply with all Matthew Project policies, guidelines and protocols.
10. To undertake other duties and responsibilities commensurate with the post as required.

Confidentiality

The post holder is required to maintain confidentiality of information in accordance with professional and Matthew Project policy. The post holder may access information only on a need to know basis in the direct discharge of their duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their terms and conditions of service detailed in the contract of employment.

Hours of Work: 37 hours per week. Some evening and weekend working may be required.

Holidays: 27 days per annum plus public holidays.

Pension: The Matthew Project will auto-enrol all staff onto their Pension Scheme after three months employment. The Matthew Project contributes 6% of gross salary. To participate in the pension staff will need to contribute a minimum of 1% of salary. Staff may elect to opt-out. However, this means they will not benefit from the Matthew Project contribution.

Person Specification

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

| | Essential Without which the post holder could not be appointed. | Desirable Extra qualities that can be used to choose between candidates with all essential criteria. | Method of Assessment |
|-----------------------|--|---|---|
| Qualifications | Relevant professional/vocational qualification or substantial relevant experience and willingness to train. | Undertaken training relating to Motivational Interviewing. Undertaken training related to Trauma Informed Practice. | Certificates |
| Experience | Experience of working directly with young adults Experience of working in community settings Experience of working with people to achieve specific goals Experience of assessing risk Experience of working with clients with complex mental and physical health support needs Experience relating to safeguarding children and vulnerable adults Experience of multi-agency work | Experience of supporting individuals with substance misuse issues Experience of carrying out assessments Experience of providing outreach services Experience of supporting individuals within the criminal justice system. Experience of family work | Application form, interview, references |
| Skills | Excellent interpersonal skills, with the ability to communicate effectively at all levels Facilitation and presentation skills Proven ability to work as an effective team member Ability to prioritise, plan and manage workload under own initiative, independently and under pressure Good literacy, numerical and analytical skills Good time management Good awareness and use of I.T. Able to reflect on practice | Skills related to substance misuse Understanding of issues involved when working within a multi-agency context | Application form, interview, references |

| | Essential Without which the post holder could not be appointed. | Desirable Extra qualities that can be used to choose between candidates with all essential criteria. | Method of Assessment |
|------------------|--|--|--|
| Knowledge | <p>Understanding of Safeguarding legislation in relation to children and vulnerable adults</p> <p>Awareness of good professional boundaries, particularly in relation to working with young people</p> <p>Understanding of the issues facing young people and families in urban and rural settings</p> <p>Knowledge of substance misuse and the issues of young people.</p> <p>Knowledge of mental health issues</p> | <p>Knowledge of local resources, agencies and services</p> <p>Understanding of issues involved when working within a multi-agency context</p> <p>Understanding of local mental health care provision</p> <p>Understanding of the criminal justice system</p> | <p>Application form, interview, references</p> |
| Other | <p>Driving licence, access to a motor vehicle (or workable alternative for disabled applicants)</p> <p>To be self-motivating, able to work under pressure, ability to use own initiative</p> <p>Commitment to equal opportunities in service provision and employment and able to work within ethos of the organisation.</p> <p>Positive, co-operative, solution focussed attitude towards the team and the organisation in order to support the meeting of objectives.</p> <p>Promote the service and the organisation positively to stakeholders, staff and service users.</p> <p>Demonstrates non-judgemental attitude.</p> | <p>Self-awareness.</p> <p>Perception of panel from interview that post holder would fit into team</p> <p>Be able and willing to undertake further training and development specific to the role</p> | <p>Application form, interview, references</p> |

Values and Behaviours

VALUE: We are Agile

We are responsive to change and have the ability to move quickly and decisively to meet emerging opportunities. We have a creative outlook and are flexible and dynamic in our approach to innovation and continuous development.

Measurable behaviour:

- We value proactive working as a way to seek out and identify creative ways of enhancing our effectiveness.
- Through training and development, we maximise our skills to achieve the best outcomes for all.
- We take opportunities to build on our partnerships and alliances within the community enabling us to be responsive to change, flexible and seen as a leading charity.
- We encourage participation and ideas to foster a culture of staff involvement and innovation.

VALUE: We are United

We are a professional team working collaboratively to achieve the highest standards in all we do and bring hope to those we work with. We value and promote trust through our shared commitment to openness and honesty.

Measurable behaviour:

- We encourage honest and respectful communication, enabling us to build trust and work together effectively, standing by each other when challenges arise and working towards positive solutions.
- We operate as role models in an organised and professional manner taking personal responsibility for our commitments and actions.
- We share our valued knowledge to benefit our teams, each other and those we serve, and motivate each other by giving encouragement and recognition.
- We take pride in our work and aspire to be the best we can. We are proud of the roles we have and how they contribute to the achieving our mission

VALUE: We Care

Our commitment is to never give up on hope. We care about our clients, staff and our work. We support people to recognise their strengths and realise their potential; working with acceptance in a non-judgmental way.

Measurable behaviour:

- We will take the time to be welcoming, friendly and supportive so that people feel valued, respected and listened to.
- We are thoughtful, understanding and mindful of how our behaviour and actions can affect others we work with.
- We embrace the diversity of each other and those we work by showing respect, care and consideration for people's situations and views.
- We will involve people in reaching their potential, building on their strengths to achieve the best outcomes for all.