



North East Recovery Community

Outreach Worker

Job Description

Purpose

To promote recovery to participants who are using drugs and/or alcohol across Glasgow.

- Encourage re-engagement to participants who do not currently have access to drug and alcohol recovery support services.
- Engage with people in need of drug and alcohol recovery support in Glasgow.
- Identify opportunities/ways to engage with people and introduce them to Glasgow Recovery Communities.
- Promote Glasgow Recovery Communities; develop links with third sector organisations, NHSGGC/GCC (GADRS) and other organisations.

Service Provision

- To deliver effective engagement for volunteers and participants presenting with a range of drug and alcohol problems.
- To support participants to access the full range of provision within recovery services; maximising benefits and recovery capital towards sustained recovery.
- To deliver and support activities and interventions alongside a multi-disciplinary team, external agencies, peers and volunteers.
- To take the lead in making contact with a range of services including, GADRS, Housing, DWP, Mental Health services, employability, education and training providers to ensure adequate opportunities are available for people.
- To work collaboratively and pro-actively with other members of staff, volunteers and peers to ensure that services are fully co-ordinated and are working collectively towards the achievement of recovery goals and positive outcomes.

Roles and Responsibilities

Performance and Personal Management

- To work effectively and flexibly with colleagues and managers, to ensure that high standards of quality and performance are maintained.
- To work within an asset-based, recovery-orientated and outcomes focused approach which promotes volunteers, participants and communities.
- To build and develop participants' personal assets, social networks and recovery capital (social, physical, human and cultural).
- To effectively and pro-actively signpost participants, where appropriate, to health and social care services that support their recovery.
- Where appropriate, to develop a specialism in supporting participants with specific needs relating to gender, age, sexual orientation or ethnicity.
- Ensure the safety of all, participants.
- To work collaboratively, creatively and flexibly, to empower, challenge and change.
- To contribute to the continuous improvement of quality and performance of recovery interventions.
- Represent Glasgow Recovery Communities at meetings out-with the organisation.
- Responsible for maintaining a log of all the people and organisation's contacted. This is a clerical task that involves basic computer skills.
- To work flexibly to provide adequate cover for all aspects of the service.
- To liaise with staff to source training and learning resources to support the development of participants.
- To comply with operational management systems, supervision, appraisal and induction.
- To comply with data collection procedures and reporting to ensure effective recording of performance monitoring outcomes.
- To adhere to the implementation of risk management procedures (including child and adult safeguarding protocols) taking personal responsibility for keeping up to date on the requirements of these procedures.
- To prioritise workload to ensure a high quality, person-centred service to all participants, volunteers and staff.
- To form productive working relationships as part of the multi-disciplinary team, external agencies and professionals, existing and new, to ensure that participants have access to a wide range of recovery and community resources.

Experience Required:

- The post holder will be abstinent from problematic alcohol and drug use for a minimum of 24 months, abstinent from prescribed medication related to alcohol and drug use for a minimum of 12 months, conviction free from the end of problematic drug and/or alcohol use and not in receipt of treatment for 12 months.

- Lived experience of recovery from drug and/or alcohol problems, or evidence of a commitment to recovery communities.
- Proven experience supporting people with drug and/or alcohol use
- Experience/involvement with the local recovery community.
- Experience of providing a range of evidence-based interventions to individuals affected by substance misuse.
- Experience of providing a range of interventions to individuals affected by substance misuse
- Experience of delivering structured group work.
- Experience and an understanding of providing interventions that support individuals to develop their personal strengths and assets.
- Proven experience in effective partnership working.

Skills and Knowledge

- Extensive local/indigenous knowledge of North East Glasgow recovery communities.
- Knowledge of opportunities within local communities to which individuals can be connected to sustain their recovery and develop new skills, relationships and opportunities.
- Knowledge and experience of what works to promote and sustain recovery.
- Demonstrable working knowledge and understanding of the impact of drugs and/or alcohol on individuals, families and their communities.
- An in-depth understanding and knowledge of the harmful effects associated with substance misuse in relation to health, social welfare, housing, employability and relationships.
- An in-depth knowledge and understanding of interventions to support recovery.
- Ability to identify levels of risk, recovery potential and to establish immediate and longer-term recovery goals.
- An understanding of models of recovery and wider community service provision in supporting recovery.
- A knowledge and understanding of policies related to the safeguarding of children and vulnerable adults and how these influence practice.
- An understanding/awareness of current national policies on substance misuse and the local strategies that influence the priorities of recovery service.
- Ability to use data management systems for the effective recording of performance and data.
- Proven organisational skills.
- Ability to work under pressure with tight and conflicting deadlines.
- Excellent verbal, written communication and presentation skills.
- Effective computer skills and an ability to use a variety of computer packages.
- Commitment to continued improvement in professional competence, knowledge and skills in order to provide a high standard of recovery-focused support to service users.

Education and Training

Essential

- Attainment of, working towards or willingness to work towards a Level 3 SVQ or equivalent to meet requirements for registration with Scottish Social Services Council (SSSC).
- Attainment of, working towards or willingness to work towards COSCA Counselling Skills Certification
- Commitment to further training and development.

Desirable

- Diploma in drug and alcohol studies.
- PDA in supervisory skills or similar or ability and commitment to attend this or similar.

Work Pattern

Essential

- Ability to work across various locations.
- Ability to work evenings and weekends.

Desirable

- Access to a car and full driving licence.



