

Outreach Practitioner

Role Purpose

- To deliver excellent drug and alcohol street-based interventions to individuals who are rough sleeping and those at risk of homelessness, to facilitate positive outcomes.
- To manage a small complex case load and coordinate and deliver assessments and evidence-based interventions (brief and structured), recovery planning and aftercare planning.
- To work collaboratively with colleagues and key stakeholders, partners, across multi-disciplinary teams, ensuring adherence with all VIA policies and Safeguarding principles.

Key duties and activities of the role

- Provide high quality, person centred, low threshold services, responding to the individual and diverse needs and preferences of our service users and their significant others.
- Conduct street outreach to engage/reengage homeless individuals misusing substances and engage and build relationship with street active individuals.
- Deliver evidence-based psychosocial one-to-one interventions as part of an effectively integrated care package and to take an assertive approach to service user disengagement. Including harm reduction advice, guidance and education including through assertive outreach, needle & syringe programme delivery, brief and extended recovery interventions, Opiate Replacement Therapy, blood borne virus intervention, overdose prevention including naloxone programmes.
- Enable service users to access, mutual aid, education and employment services and health, wellbeing and recovery support activities and to signpost to other available services.
- Identify risks and take appropriate action in accordance with local, national and organisational Safeguarding policies.
- Actively contribute to multi-disciplinary review meetings internally and externally and work in collaboration with Housing teams, local authority officers and other treatment agencies to minimise the prevalence of street drinking and anti-social behaviour by supporting people in to treatment
- Maintain accurate and timely records using the designated case management system in compliance with VIA Information Governance policies and procedures.

Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups. With a proven ability to meet deadlines, record information accurately, in a timely way, write reports and to work calmly under pressure.
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in working directly with service users and their significant others.

- Demonstrable ability to deliver a high-quality level of service to people with complex needs. This includes the ability to work with people on a one-to one basis or to facilitate group sessions, to be able to complete assessments, care and support plans, risk assessments and to complete case recording to a high standard and in a timely way.
- Good IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- A demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.
- Demonstrable commitment to working in partnership with other professionals such as rough sleepers and housing services to achieve good outcomes for our service users.
- The ability to communicate effectively, both verbally and in writing, in different settings (e.g. written, spoken, presented, etc) and to different groups of people.
- NVQ/QCF/RCF Level 3 in Health and Social Care or equivalent. Or the ability and commitment to complete this within 2 years of employment.

Responsibilities for all VIA staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone’s knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control				
Version number	Date created	Authors Initials		
1.1	17/01/2022		PB	ELV
1.0	22/07/2021	AW	MD	DT