



**JOB DESCRIPTION –
STREET COMMUNITY
OUTREACH WORKER**

POST: Street Community Outreach Worker

RESPONSIBLE TO: Health and Outreach Team Manager

LOCATION: Riverside House, Crawley

HOURS: Average 40 hours per week

ANNUAL LEAVE 200 hours per calendar year

SALARY: £21,084

JOB PURPOSE

- To provide support and advice to vulnerable and disadvantaged men and women who are suffering from the effects of homelessness and alcohol/substance misuse where ever it might be required.

MAIN DUTIES AND RESPONSIBILITIES

1. OUTREACH

1. To regularly visit areas of the town where street drinkers and substance misusers are known to gather
2. To make contact with known street drinkers and substance misusers.
3. Identify clients who have problems relating to alcohol and substance abuse and to develop a caseload of relevant clients
4. To meet regularly with all clients on caseload
5. To provide clients with information on alcohol and substance abuse and the problems brought on by it and associated with it
6. To ascertain which clients could benefit from counselling or befriending sessions.
7. Assist relevant clients to access appropriate detox and rehabilitation facilities.
8. To make contact with and meet clients who have been re-housed and who are referred by the Resettlement Team, other staff or other agencies.

2. DAY CENTRE

1. To assist and enable clients on caseload to access other relevant services within the Open House and with outside agencies

2. To befriend clients within the project who have past or ongoing alcohol and substance abuse problems.
3. To liaise closely with other statutory and voluntary organisations who might provide help and or assistance to clients with alcohol and substance abuse problems
4. Ensure that clients on caseload who have been re-housed are aware of the Day Centre facilities
5. In conjunction with the Health Care Manager to arrange appropriate appointments for clients with counsellors and other specialist staff.
6. To work closely with staff from other agencies who attend the project to run surgeries or see individual clients

3. GENERAL

1. To keep up to date files on all clients on caseload.
2. Collect, collate and monitor all statistics requested by Senior Management.
3. Deal with disruptive behaviour in a calm and assertive way
4. Enter all incidents or serious problems onto the appropriate forms
5. To advise other project staff of any problems relating to street drinking or substance abuse.
6. To provide regular training on street drinking and substance abuse for other project staff.
7. To attend other agencies, Addaction etc. with clients when necessary.
8. To undertake any other reasonable duties as may be required within the project

4. HEALTH & SAFETY

1. Ensure that you are aware of and comply with Crawley Open House Health & Safety Policies.
2. To comply with all safety relevant procedures when working away for the project

5. EQUAL OPPORTUNITIES

1. To agree and comply with Crawley Open House Equal Opportunities Policy.
2. To be particularly aware of the policy as it relates to a vulnerable client group

6. OTHER RELEVANT MATTERS

1. You should at all times, work within the ethos of Crawley Open House by being non-judgemental.

2. You will work a 40 hours week which could include evening, weekend and bank holiday working
3. The post holder should be aware that the majority of a working week will be spent away from Crawley Open House
4. You will be required to attend regular supervision sessions

THIS JOB DESCRIPTION OUTLINES THE MAIN DUTIES AND RESPONSIBILITIES OF THE POST HOLDER. THE POST WILL INCLUDE OTHER DUTIES AND RESPONSIBILITIES NOT SPECIFIED HERE.