

Role Description



Job Title	Drug and Alcohol Recovery Outreach Officer
Service	Drug and Alcohol Recovery Outreach Service
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver support to the Drug and Alcohol Recovery Outreach Service
Base	Bury St Edmunds, Suffolk
Starting Salary	£22,854
Working Hours	Full time

Job Overview

The main purpose of the role is to intensively support people to reduce problematic alcohol and substance misuse and tackle the wider complex issues associated with this client group, including rough sleeping and poor health, fewer alcohol related hospital admissions and a reduction in crime and disorder.

Officers have a varied case load, allowing them to build trusting relationships with service users and support them on their journey to recovery, by addressing some of the underpinning issues. Support to individuals is intense throughout and engagement with partner agencies is vital to achieving the outcomes of the project. The group prefer to engage with non-statutory services and those who come to them in the form of an outreach service.

Responsibilities and Duties

- Building trusting relationships with service users
- Helping with the person-centered support which is developed on an individual basis, specific to their needs
- Assisting service users to keep appointments, maintain engagement and fulfil the requirements needed to ensure a better quality of life
- Meeting with them to ensure that they stay on track with their better wellbeing and life choices
- Building relationships with other agencies working with the service user
- Recording outcomes to evidence the impact of our work
- Providing intensive, one-to-one support with a small group of individuals focusing on their recovery and rehabilitation and where applicable, maintaining their tenancy
- Providing flexible support that is available when and where they need it, in agreement with line management

Skills, qualifications, knowledge and understanding required

Knowledge of the following would be beneficial:

- Knowledge of how the Suffolk Recovery System works
- General knowledge of the housing and benefits system
- Ability to motivate and inspire service users who are historically difficult to work with
- Resilience and tenacity to not give up where others have
- Ability to inspire trust in service users
- Ability to work within clear Professional Boundaries and understand the difference between support and treatment
- Ability to challenge and change entrenched patterns of behaviour
- Risk assessment and risk management.

Additional requirements

- Must have a full driving license and access to own transport as travel around the county will be involved.