|  |  |  |
| --- | --- | --- |
| **Job Title:** | Outreach and Engagement Worker |  |
| **Job Grade: C** | £24,679- 28,454 |
| **Service:** | Harrow |
| **Reports To:** | Team Leader |
| **Service Overview:**  Compass Elevations is the young people’s substance misuse service Harrow for children/young people/ young adults up to the age of 24 who are at an increased vulnerability to misusing substances or who are/have been affected by another’s substance use within Harrow.  This includes young people who have been identified as vulnerable to developing problematic substance use and/or associated risk-taking behaviours. We directly work with ‘at risk’ and priority groups of children and young people (e.g. CLA, young carers, NEET, CYP in alternative education, children affected by parental substance misuse, mental health and domestic abuse).  The service provides a range of interventions to children and young people across the Harrow community. | | |
| **Job Purpose:**  The Outreach and Engagement Worker will operate on an assertive outreach basis using our hub and spoke model, delivering substance misuse engagement activities within co-locations including Schools, Colleges, Youth Justice Services, Youth Clubs and other key partners and community locations. Taking direction from the Young Peoples Substance Misuse Practitioners, the Outreach and Engagement Worker will support universal health promotion including delivery and development of PSHE curriculums (Drugs, Alcohol & Smoking Cessation) in schools, facilitating information assemblies, supporting assertive outreach including youth clubs, supporting service user and young people’s engagement, and representing Compass at community events.  Using their engagement skills, the Outreach and Engagement Worker will also work closely with practitioners to engage, re-engage, follow up and advocate for young people who are ambivalent to change or have barriers to engagement based on vulnerabilities or coming from a hard-to-reach group.  The Outreach and Engagement Worker will also work alongside the Senior Administrator to provide administrative assistance including but not limited to responding to telephone calls, inputting assessment data onto the information management system, and managing the secure email boxes. Furthermore, the Outreach and Engagement Worker will also be expected to support the digital engagement functions of the service including responding to contacts via the web portal and keeping digital information up to date and engaging.  The Outreach and Engagement worker will not be expected to carry out assessments on young people or carry a client case load but will be expected to support all functions of the service with the Young Peoples Substance Misuse Practitioners. | | |
| **Key Duties and Responsibilities:**   1. **Operational**    1. The Outreach and Engagement Worker will be responsible for the increased visibility and delivery of preventative universal services throughout Harrow and at the office and various satellite locations including schools and youth clubs. This will also include substance misuse awareness training for professionals.    2. Deliver health promotion messages via school-based programmes including PSHE, programme delivery with targeted youth support, assemblies, community events and assertive outreach. The post will deliver a consultancy role for universal services which in turn will increase Young people’s treatment referrals.    3. Deliver and develop targeted psychoeducational group work within schools and colleges to young people identified as having additional needs with substance misuse and smoking.    4. Engage young people presenting with additional needs for substance misuse with the Young people substance misuse practitioners.    5. Support the digital engagement provision of the service including maintenance of the web-portal and management of contacts received via the webpage, twitter, Tik Toc, Instagram, secure email boxes.    6. Record and collate data specific to universal activity and contacts for contract monitoring purposes.    7. Ensure that service literature is kept relevant, up to date and engaging for the intended audience.    8. Contribute to wider workforce development by supporting training on substance misuse behaviours and health promotion.    9. Ensure any young people engaged via universal activities that require further intervention are directed into the service for treatment.    10. Promote positive team working and contribute to service development through having a specialist themed area; knowledge of which will be shared with the team in order to upskill colleagues.    11. With support from Young People Substance Misuse Practitioners, initiate referrals to specialist CAMHS, and/or Children and Family Services when a child or young person is deemed at risk of harm.    12. Promote Compass Children and Young Peoples Drug and Alcohol Service positively to other agencies and professionals.    13. Attend mandatory training programmes specific to the role.    14. Work as part of a team to ensure that key performance indicators set by Compass and/or Commissioners are reached for the Harrow Service.    15. Work flexibly to ensure equitable access to the Service including some evening and weekend working. 2. **Developing and Maintaining Relationships**    1. Actively work towards developing and maintaining effective working relationships both within and outside Compass.    2. Foster and maintain strong links with all services across Compass.    3. Seek the opportunity for collaborative working and proactively initiate and sustain such relationships. 3. **Managing Resources**    1. Effectively maintain service equipment to ensure efficient use of resources.      1. **Managing Self**    1. Prioritising own workload within agreed objectives and deciding when to refer to others as appropriate.    2. Participate in the Compass appraisal system, matching organisational aims with individual objectives and undertaking appropriate training as required.    3. Take responsibility for own and others’ health and safety in the working environment.    4. Comply with the policies and procedures of Compass.    5. Ensure that a professional service and image is maintained at all times.    6. Ensure own actions support the equality, diversity, rights and responsibilities of individuals.    7. Promote and adhere to equality of opportunity and diversity within Compass.    8. To adhere to Safeguarding of Children and Young People and Vulnerable Adults policies and procedures, sharing Compass commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.    9. Work independently within a co-location and multiple host environments.    10. Responsible for maintaining and complying with professional standards.   **Flexible Approach**   * To undertake any evening or weekend working as required.   To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.  **In addition to these functions the post holder is expected to:**   1. In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post. | | |
| **Financial Responsibilities:** None | | |
| **People Responsibilities:** None | | |

|  |
| --- |
| **Qualifications, Experience and Knowledge:** |
| **ESSENTIAL** |
| **Qualifications**   * Educated to GCSE or equivalent in English and Maths * Possession of NVQ 2 or equivalent   **Experience**   * Working with children, young people or adults in a community setting. * Inter-agency and multi-disciplinary working. * Delivery of behaviour change support. * Involving children and young people and their families in design, delivery and development of services. * Obtaining information about an individual’s circumstances/needs/preferences. * Leading on promotion of service using Social media platforms   **Knowledge**   * Development needs of young people. * Understanding of the Data Protection legislation and guidance. * Understanding of safeguarding issues relating to children, young people and vulnerable adults at risk legislation and guidance. * Understanding of Equality and Diversity legislation and guidance. * Fraser and Gillick competency. * Computer packages including Microsoft Office. * Knowledge of technology and social media to reach children and young people in all domains of communication.   **Personal**   * Ability and willingness to adopt a flexible approach to working outside normal office hours or at different venues on occasion. * Able to undertake the demands of the post with reasonable adjustments where required. * Handling sensitive and confidential information and maintaining discretion and confidentiality. * Ability to meet the travel requirements of the role. * Must be willing and commitment to undertake training |
| **DESIRABLE** |
| * Delivering health education sessions to groups of children or young people. * Delivering health promotion messages around adolescent health. * Understanding of Child Protection Principles. |
| **Key Competencies/Personal Attributes:** |
| *The post holder must demonstrate strengths in the following competency areas:*   * **Team Player –** able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate. * **Interpersonal skills –** able to develop, establish and maintain positive relationships with others both internal and external to the organisation. * **Strategic Thinking –** able to identify and manage risk. * **Confidence and Resilience –** able to deliver messages in a confident manner, with excellent presentation skills and group work skills. * **Communication skills –** excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience. * **Confidence & Resilience –** able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure. * **Flexible & Adaptable –** positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas. . * **Self-awareness –** ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour. * **Motivated –** highly motivated and reliable and organised to plan and meet deadlines and manage time effectively. |
| **Compass Values:** |
| *The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all staff to do the same:*   * Integrity: An unstinting commitment to honesty and openness in all our activities. * Valuing Each Individual: Respecting the needs of each person and helping them gain greater control of their life. * Being Solution Focused: Responding quickly and flexibly to current and emerging needs. * Consistent & Reliable Approach: Always delivering on our commitments. |
| **Safeguarding:** |
| *The post holder must demonstrate and share our commitment to Safeguarding:*   * Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults. |

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check).

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.