

## Job Description

<b>Service</b>	<b>Liaison and Diversion – Reconnect</b>
<b>Job Title</b>	<b>Reconnect Assertive Outreach Worker</b>
<b>Reports to</b>	<b>Senior Worker</b>
<b>Base</b>	<b>Guildford (with travel across Surrey)</b>
<b>Hours</b>	<b>Full time – 35 hours per week</b>
<b>Salary</b>	<b>£26,000 - £27,000</b>
<b>Organisation</b>	<p><b>It's not just about what we offer, but how we offer it.</b></p> <p>Catalyst is a non-profit organisation working with people to support their health and wellbeing.</p> <p>Established in Guildford for over 30 years, we provide services alongside a variety of statutory and Voluntary, Community and Social Enterprise (VCSE) colleagues in Surrey and its borders.</p> <p>We believe change is achievable when offered by a flexible, respectful, inclusive and a non-judgemental approach.</p> <p><b>Our values are Kindness, Integrity and Commitment.</b></p>
<b>Purpose of Job</b>	<p>Catalyst in partnership with Surrey and Borders Partnership Foundation Trust and Barnardo's are providing Liaison and Diversion services to the Surrey community.</p> <p>The aim of the Reconnect service is to provide care after custody for people leaving prison.</p> <p>Surrey will be utilising its Liaison and Diversion Service (L&amp;D) contract to deliver Reconnect services. With the L&amp;D service, people of all ages passing through the criminal justice system are assessed and those with mental health, learning disability, substance misuse and other vulnerabilities are identified as soon as possible in the justice pathway. Identified individuals are provided with and supported to access appropriate services including, but not limited to, mental and physical health care, social care, substance misuse treatment and safeguarding.</p> <p>Reconnect services in Surrey aim to build upon the L&amp;D model to have a whole system approach to include people leaving custodial settings so that they continue to receive support in the community.</p>

**This post is subject to a Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.**

**Key Activities:**

- To work with Liaison and Diversion colleagues to engage with clients following assessment
- To work with the Probation Service and act as advocates and care navigators to ensure the clients are transitioned to the community effectively from prison
- To actively engage with clients in their local community to support them to achieve their goals following assessment
- To support clients who have come into contact with the criminal justice system to ensure person-centred, focused and community-based interventions
- To reduce offending and support best possible decision making within criminal justice partnerships
- To conduct continuous risk assessment and develop and update risk management plans with partners
- To adhere to all the policies and practices of the Liaison and Diversion service
- To provide advice, information and appropriate harm reduction advice based on an individual's needs
- To support clients to engage with key local services to improve their health and social care outcomes
- To jointly work with the clients' other support workers to ensure they meet any criminal justice requirements
- To transport clients to appointments as required and support clients at assessments and ongoing appointments where appropriate and if needed
- To develop joint working arrangements with key local services, attend joint assessments if required and attend partnerships meetings
- To support clients to find employment, undertake training, access support services, and cultivate positive social networks
- To keep up-to-date records, data and outcomes in line with the service contract

**General terms of reference:**

In carrying out the above duties the post holder will:

- Work collaboratively across the organisation to offer support to all main functions
- Be committed to the role and support Catalyst to be the most efficient it can be
- Be someone who believes in fairness and conducts themselves with integrity
- Work flexibly across operational sites, including working from home arrangements in agreement with your line manager, as required which may include evening and weekend work
- Be motivated to improve personal performance, outcomes, contribution, knowledge and skills
- Be professional when partaking in Management, Trustee Board and other work related team meetings; appraisals, workforce development and supervision processes
- Keep abreast of developments in services, legislation and identify good practices where appropriate
- Contribute to maintaining safe systems of work and a safe environment for all staff on site or working remotely
- Represent Catalyst at external agencies/meetings and support our values and the culture of Catalyst
- Assist in ensuring GDPR compliance throughout the service
- Adhere to health and safety compliance, ensuring timely and accurate record keeping
- Adhere to confidentiality policy
- Undertake other duties appropriate to the grade of the post

**Person Specification**

	Essential	Desired
<b>Qualifications and experience</b>		
A diploma or degree in appropriate subject i.e. counselling, psychology, social work, probation, mental health, learning difficulties and/or Health and Social Care (NVQ level 3)		✓
A minimum of 2 years community experience of working with adults relating to mental health, learning difficulties drug and alcohol work, and accommodation issues.	✓	
<b>Knowledge and skills</b>		
An understanding of confidentiality, consent, information sharing, in line with GDPR		
A working knowledge of assertive outreach work, assessing and managing risk and Safeguarding, and policies and procedures supporting these		
An ability to work with complex clients (alcohol, homelessness, learning difficulties, mental health issues) in the community		
A good working knowledge of harm reduction approaches		
Skilled in providing support within a multi skilled/disciplinary approach within teams and with external organisations		
A working knowledge of supporting clients to access services such as: hostels/housing, benefits, primary care, mental health, physical health, and treatment services		
Good communication and written skills and a commitment to accurate and confidential record keeping on case management systems		
Ability to interact effectively with the clients, colleagues and other professionals whilst retaining clear boundaries		
Ability to work to all the policies, procedures and standards of the service and joint working arrangements with statutory and voluntary sector partners		
A good understanding of personal limitations, ability to identify when to seek advice and support, and deal with issues in a professional manner		
<b>Information Technology</b>		
Manual dexterity to use computer keyboard and mouse		
Proficient in Microsoft Word, Outlook and basic Excel		
Ability to enter data onto a database as required by the Service		
<b>General</b>		
Ability to travel to and from a number of different locations on a daily basis		

### Person Specification

Ability to work flexibly across operational hours and evenings where required		
A passion for developing own skills/knowledge base through ongoing learning and development		

#### Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

#### Please note:

- This job description may be varied from time to time as agreed by the post holder and line manager.
- This job description is subject to annual review.