



## PROJECT WORKER (THE ASSERTIVE OUTREACH PLUS SERVICE) JOB DESCRIPTION AND PERSON SPECIFICATION

<b>JOB TITLE</b>	Project Worker The Assertive Outreach Plus Service (AO+)
<b>LOCATION</b>	Alloa (Service Forth Valley Wide)
<b>NUMBER OF HOURS</b>	1 x Full Time (35hrs per week)
<b>HOURS OF WORK</b>	Monday to Friday from 9:00am until 4:30pm
<b>CONTRACT TYPE</b>	Permanent
<b>SALARY</b>	£24,282 - £27,977
<b>REPORTS TO</b>	Service Manager / Senior Project Worker – The Assertive Outreach Plus Service

### ROLE PROFILE

Transform Forth Valley is a charity providing a wide range of services to support individuals and families who are impacted by societal, financial or health inequalities. Transform Forth Valley responds to identified need in the Forth Valley, and in partnership, support individuals and families to tackle inequalities that diminish life chances. Transform Forth Valley considers the whole person, building a firm foundation from which an individual or family can achieve positive and lasting change. Transform Forth Valley's mission statement is: 'Transform Forth Valley is dedicated to empowering individuals and families to live a more fulfilled life. We work with partners to actively challenge inequalities and to achieve sustainable change.

Assertive Outreach Plus Service (AO+) works with individuals and families aged 16+ years who reside within the Forth Valley area. Whilst referrals from partner agencies are welcomed, individuals may self-refer for support. The intensity of intervention and support offered by AO+ is based on individual complexity and assessed level of risk. Engagement with AO+ is voluntary.

Individuals engaged by AO+ tend to present with complex needs such as substance misuse, poor mental or physical health, homelessness, unemployment, disengaged from their families, have Police or Justice Service involvement, and can be marginalised or excluded from their own communities. As a consequence of their lifestyle and circumstances these individuals present with significant barriers, for example they are often hard-to-engage, have a distrust of authority and services, and may have had service involvement in their lives from a young age.

#### AIMS OF THE ASSERTIVE OUTREACH PLUS SERVICE

Assertive Outreach is a well-tested model supporting an agile and flexible method to prevention, intervention and engaging with those most vulnerable. The new model for our Assertive Outreach Plus Service within Transform Forth Valley is being developed as we move away from our current funding and respond effectively to known local need.

The Assertive Outreach Plus Service will:

- Support individuals and families who experience challenge; either financial, societal or in relation to their health and wellbeing



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- Tackle inequality, where life chances are diminished because of deprivation.
- Employ a whole person, systematic and partnership approach to achieving change.
- Deliver support acknowledging that issues are interrelated and require to be addressed collectively for individual outcomes to be improved.

The Assertive Outreach Plus Service aims to identify and support the most vulnerable and hard to reach individuals to reduce inequalities, reduce the risk of harm and risky behaviours whilst increasing self-esteem, self-management, and self-determination and, in turn, improving the health and wellbeing of people in our communities by identifying and addressing the factors that impede their access to, and ability to engage in activities that will benefit them as a person.

### OBJECTIVES OF THE ASSERTIVE OUTREACH PLUS SERVICE

The key focus of the service is helping individuals to:

- Connect to their communities and feel less socially restricted and isolated.
- Optimise their levels of physical and mental health & well-being.
- Ensure that people's income is maximised, debts are managed and where appropriate, the applicable welfare benefits are applied for and/or accessed.
- Access a wide range of opportunities to support their community inclusion which include, but are not exclusively limited to, adult literacy, lifelong learning, mentoring, advocacy, employment, and volunteering, social and leisure, healthy living support including local opportunities to get healthier and make better lifestyle choices regarding food, smoking, substance use and harm minimisation.
- Engage with relevant statutory and third sector services.
- Be supported to be independent and manage their long-term conditions.
- Have improved social skills; and
- Be practically supported to improve quality of life and support stability.

### THE ASSERTIVE OUTREACH PLUS SERVICE STAFF

The Assertive Outreach Plus Service expects staff to use a person-centred approach and tailor support and interventions to meet each individual's needs which is more likely to lead to sustainable change as the foundations are put in place for the future. The Assertive Outreach Plus Service will provide a service across Forth Valley, utilising the outreach vehicle and collaborating with existing services. The use of the vehicle allows an immediate response to known need, to intervene at the earliest opportunity and is not constrained by time or location. Individuals can be seen immediately on contact, with a full assessment or intervention carried out on the spot. Throughout engagement with the service, individuals are encouraged to express their views and make their own contributions and decisions. This is an invaluable service by providing support to individuals, including accompanying them to a wide range of appointments, to address their basic needs, health, and wellbeing and providing a holistic risk/need led intervention package to complex, hard-to-engage individuals to support them and break down the barriers that are preventing them from re-engaging with their families and communities.

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## MAIN RESPONSIBILITIES

### WORKING WITH SERVICE USERS

- Ensure that holistic and person-centred support underpins all aspects of work.
- Be responsible for the assessment, planning, implementation, and evaluation of programmes of support.
- Receive referrals and pro-actively contact the service users in their own environment or in the most appropriate location for contact with them (e.g., Outreach Vehicle, Hospital Ward, A&E, Police Custody, Home, Homeless Hostel)
- Carry out on-street patrols of areas identified through project, community, and partner intelligence to ensure the most vulnerable can be identified at the earliest opportunity.
- Support people throughout their re-integration within the local and wider community following period(s) of residential/in-patient care
- To identify barriers to change and to provide support including practical help to remove these barriers.

### PROFESSIONAL OBJECTIVES

- Ensure that all assessments, care plans, notes, records, reviews, and discharge plans are kept up-to-date and stored securely in accordance with information governance tools. This includes entering data into relevant systems.
- Act as the service contact person for designated professionals ensuring that they are prioritised accordingly.
- Carry a caseload and ensure continuity-of-care for service users through effective working and liaison with partnership agencies (e.g., Social Work, Police Scotland, and other Third Sector organisations).
- Where appropriate work to support shared care arrangements for service users
- Co-ordinate and participate in multi-disciplinary meetings in respect of service assessment(s) and individual support plans.
- Ensure completion of the relevant documentation and data gathering systems.
- Make referral to relevant treatment services based on the needs of the service user and ensure the uptake of treatment by ensuring transitions of care i.e., arranging 3-way care meetings and assisting/supporting to appointments, as necessary.
- To understand, act upon and comply with the need to protect children and vulnerable adults through your knowledge, actions and adherence to the relevant principles, policies, and procedures in respect of the Multi-Agency Forth Valley Child Protection (CP) and Adult Support and Protection (ASP) protocols
- Comply with the General Data Protection Regulations (2018) and the Data Protection Act (2018) in line with agreed Information Sharing Protocols.



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### PARTNERSHIP WORKING

- Liaise and maintain effective links and work in collaboration with a range of agencies/partners/organisations for the purpose of joint working with and effective outcomes for service users, including gathering information for robust assessment. Attend and participate in multi-disciplinary meetings, deliver presentations and training as required.
- Develop close links and working relationships with community services (across the Forth Valley area in order to ensure communication, joint working and information sharing for the effective continuity of care for services users
- Work closely with all substance misuse services to ensure appropriate joint delivery of the Integrated Care Pathway (ICP)
- Contribute to the development of services by providing advice and information to partners on all areas related to operational matters.
- Attend and participate in meetings as appropriate e.g., Transform Forth Valley Meetings, Housing Services Meetings, Multi-agency Public Protection Arrangements (MAPPA), GIRFEC, Child Protection and Adult Support Protection to create working conditions conducive to providing better and fairer services to service users, their families, and the wider community.
- Liaise and work in partnership with key stakeholders such as the police, housing, local authority workers, treatment services and other agencies to the benefit of your client group and advocating where necessary.

### ADMINISTRATION

- Complete reports to a high standard, maintaining accurate and up to date records of service user progress within specified time requirements.
- Maintain accurate and up to date records, reports, data, case files and Recovery Plans that conform to appropriate protocols, National Quality Principles and Audit Standards, contract requirements and Service Level Agreements.
- Ensure all paperwork meets a high standard, maintaining accurate and up to date record of client contacts within the specified time requirements as determined by the service.
- Ensure confidentiality and data protection is maintained in accordance with the requirement of the Information Commissioners Office (ICO), Information Governance, contractual requirements, and the General Data Protection Regulations, 2018.
- To keep informed of evidenced based practice relevant to the provision of our services.

### GENERAL PRACTICE

- To maintain a knowledge and understanding of and comply with Transform Forth Valley Policies and Procedures, Integrated Clinical Governance (ICG) approved guidelines, protocols etc., Scottish Social Services Council (SSSC) codes of practice and Health and Safety at Work.



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- To maintain close contact with all Transform Forth Valley Services, Substance Misuse Services, Social Work Departments, Housing Services, and others as required for continuity of care and sharing good practice.
- To be aware of and committed to the Health and Safety policies and procedures of Transform Forth Valley. Follow actions from Health and Safety Risk Assessments and Safe Systems of Work.
- To be committed to the principles of Equal Opportunities and Diversity, and to work effectively with the service users from a diverse range of backgrounds, understanding and respecting the impact of difference and diversity upon their lives.
- Be able to travel throughout Forth Valley for the purposes of client care, service delivery, meetings, and training.
- To undertake any other duties as may reasonably be requested by Transform Forth Valley

### PERFORMANCE MANAGEMENT

The Assertive Outreach Plus Senior Project Worker, as your Line Manager, will monitor and supervise your work through various means and will be your direct line of reporting and contact with regards to any matter(s) arising from your work.

- To actively participate in supervision, training, and appraisals, in accordance with the Performance Management Policy
- To undertake the appropriate personal development plan (PDP)

### COMMUNICATION

- As an employee of Transform Forth Valley, conducting all work in a professional manner.
- Consistently demonstrating good communication and interpersonal skills with regard to interactions and engagements with others e.g., Service Users, their families, members of the public, colleagues, and partner agencies.
- Using a range of people skills in order, to identify, build, or enhance relationships with Service Users, families, and the wider community.

### **PVG / DISCLOSURE INFORMATION**

Transform Forth Valley complies fully with the Disclosure Scotland Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997, or the Protection of Vulnerable Groups (Scotland) Act 2007 for the purposes of assessing applicants' suitability for positions of trust. Therefore, Transform Forth Valley has determined that this post is classed as undertaking restricted work with children and protected adults that must be covered by the successful candidate having undertaken a satisfactory - **PVG Scheme Record for Restricted Work with Children and Protected Adults.**

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### PERSON SPECIFICATION

*Applicants will be measured against the following person specification*

<b>QUALIFICATIONS AND TRAINING</b>	An SVQ3 and HNC is required, or as a minimum a HNC or equivalent, plus a willingness to work towards an SVQ3 in care	Essential
	Evidence of continuous professional development in relation to caring and support work	Essential
	A qualification in criminal justice, child protection or healthcare	Desirable
	Diploma/Certificate in Drug & Alcohol Studies where appropriate	Desirable
<b>WORK EXPERIENCE</b>	Post-qualification experience of working within a relevant care field	Essential
	Experience of caseload management	Essential
	Experience of conducting holistic assessments and care planning of individuals	Essential
	Experience of partnership working	Essential
	Experience of working with families and Carers	Desirable
	Experience of child protection joint working	Desirable
	Experience and understanding of national and local policies and strategies in relation to substance misuse	Desirable
<b>KNOWLEDGE, SKILLS AND ABILITIES</b>	Knowledge of the current Health and Social Care sector and the associated legislation and national policy	Essential
	Knowledge and application of the key national strategies; in particular, the Scottish Government (2008) 'The Road to Recovery', the Scottish Government (2014) Quality of Alcohol Treatment Services policy and the Scottish Government (2018) 'Rights, Respect and Recovery'	Essential
	Knowledge and skills to support emotionally demanding clients who are resistant to change	Essential
	Proven ability to co-ordinate support across different organisations	Essential
	Organisational and self-management skills	Essential
	Excellent communication skills - verbal, numerical and written	Essential
	Experience of delivering effective presentations	Essential
	Ability to produce reports and input data accurately	Essential
	Carry out duties in a manner that encourages positive outcomes from a recovery focussed approach	Essential
	Knowledge of the issues faced by children affected by parental substance misuse	Desirable



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	Knowledge of Housing issues and providing tenancy support	Desirable
	Knowledge of working with individuals experiencing poverty or inequality	Desirable
<b>ATTITUDE, MANNER AND DISPOSITION</b>	Positive and engaging approach	Essential
	Open approach to partnership working	Essential
	Empathetic	Essential
	Ability to work on own initiative	Essential
	Positive 'can do' attitude	Essential
	Flexible	Essential
	Assertive	Essential
<b>OTHER</b>	Full UK Driving Licence Holder	Essential
	Access to a Roadworthy Vehicle with Business Car Insurance	Essential