



OUTREACH NAVIGATOR

JOIN THE TEAM



CHANGE STARTS WITH
ONE CONVERSATION

Substances Support Scotland
www.substancessupportscotland.org

Welcome to Substances Support Scotland

At Substances Support Scotland (SSS), we believe that change starts with one conversation.

We provide compassionate, trauma-informed support to individuals, families and communities affected by alcohol and substance use. Every day, our teams work alongside people facing some of life's most difficult challenges, helping them build stability, improve wellbeing and create positive change.

As we continue to expand our services across Scotland, we are looking for passionate, motivated and people-focused individuals to join our team.

This is more than a job. It is an opportunity to make a genuine difference in people's lives.

About the Role

As an Outreach Navigator, you will play a vital role in helping individuals access support, overcome barriers and move towards improved health and wellbeing.

You will work directly within communities, engaging with individuals affected by alcohol and substance use, mental health challenges, social isolation, homelessness and other complex life circumstances.

This is a varied and rewarding role that combines practical support, advocacy, relationship building and community engagement. No two days are the same.

The successful candidate will be confident engaging with people from all backgrounds, building trusting relationships and supporting individuals to identify and achieve their goals.



Outreach Navigator

Job Description

Responsible To: Assistant Services Outreach Coordinator

Location: Esk Medical Centre, Musselburgh, EH21 6AB (Community, Outreach and Service Settings)

Salary: £30,000 per annum

Hours: 35 Hours per Week

Contract: Fixed Term (Subject to Funding)

Job Purpose

The Outreach Navigator will provide person-centred, trauma-informed support to individuals experiencing problematic alcohol or substance use.

This role is focused on engagement, relationship building, and practical support. We are looking for someone with a naturally outgoing and empathic approach who can confidently connect with people from all backgrounds and create safe, supportive environments where individuals feel heard and respected.

Key Responsibilities

- Build positive, trusting and professional relationships with individuals experiencing complex challenges.
- Deliver person-centred, trauma-informed support that promotes dignity, choice and independence.
- Provide one-to-one interventions focused on recovery, harm reduction, wellbeing and practical support.
- Support individuals to access housing, healthcare, treatment services, benefits, counselling and wider community resources.
- Deliver outreach support within community settings, including home visits, community venues and mobile outreach services where required.
- Actively contribute to the delivery of Community Connect and other outreach initiatives delivered by SSS.
- Advocate on behalf of individuals to ensure they can access appropriate services and support.
- Work collaboratively with NHS services, Alcohol and Drug Partnerships, local authorities, housing providers, justice services and third-sector partners.
- Identify and respond appropriately to safeguarding concerns and risk issues.
- Maintain accurate, timely and confidential case records and support documentation.
- Participate in regular supervision, team meetings, reflective practice and continuous professional development.
- Contribute to service development, quality improvement activities and organisational objectives.

Essential Skills, Knowledge and Experience

Qualifications

- SVQ Level 3 in Health and Social Care (or equivalent recognised qualification).
- Full UK Driving Licence.

Experience

- Experience supporting individuals affected by alcohol and/or substance use.
- Experience working with vulnerable individuals experiencing multiple disadvantage, including mental health challenges, homelessness, trauma, offending behaviour, social isolation or poverty.
- Experience delivering one-to-one support and interventions.
- Experience undertaking assessments, support planning and maintaining accurate records.
- Experience working within a multi-agency environment.
- Experience managing risk and responding appropriately to safeguarding concerns.
- Experience supporting individuals to access treatment, healthcare, housing, welfare and community-based services.

Knowledge

- Understanding of trauma-informed practice.
- Understanding of person-centred approaches.
- Understanding of harm reduction principles.
- Knowledge of the Scottish Government Quality Principles.
- Knowledge of the Charter of Rights for People Affected by Substance Use.
- Understanding of professional boundaries and confidentiality.
- Understanding of safeguarding and adult protection responsibilities.

Skills

- Excellent communication and interpersonal skills.
- Ability to build trusting relationships with individuals from diverse backgrounds.
- Strong organisational and time-management skills.
- Ability to work independently and manage a varied workload.
- Competent IT and digital record-keeping skills.
- Ability to remain calm, professional and resilient when working in challenging situations.

Desirable Skills and Experience

Experience

- Experience facilitating recovery, wellbeing, psychoeducational or support groups.
- Experience delivering outreach or community-based services.
- Experience working within recovery communities.
- Experience supervising volunteers.
- Experience contributing to service development initiatives.

Training

- Alcohol Brief Intervention (ABI)
- Drug Brief Intervention (DBI)
- Applied Suicide Intervention Skills Training (ASIST)
- Scottish Mental Health First Aid (SMHFA)
- Trauma-Informed Practice Training
- Naloxone Training
- Motivational Interviewing
- Suicide Prevention Training

What We're Looking For

We are looking for someone who genuinely enjoys working with people and believes in the potential for change.

The ideal candidate will be:

- Compassionate and approachable.
- Motivated and proactive.
- Confident engaging with people from all walks of life.
- Flexible and adaptable.
- Solution-focused and resilient.
- Passionate about reducing stigma and improving lives.
- Committed to supporting people with dignity, respect and empathy.

Why Join SSS?

At SSS, our people are our greatest asset.

When you join our team, you will become part of an organisation that is committed to improving lives, supporting communities and driving positive change across Scotland.

We offer:

- A supportive and inclusive working environment.
 - Comprehensive induction and onboarding.
 - Ongoing training and professional development opportunities.
 - Regular supervision and reflective practice.
 - Opportunities to contribute to service development and innovation.
 - The chance to make a genuine difference every day.
 - 40 days annual leave.
 - In-house promotion policy for growth within the organisation.
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Our Vision

Substances Support Scotland aims to improve the quality of life of people affected by alcohol-related problems, substance use or adverse health and social wellbeing.

Our Mission

Through equitable, accessible Scotland-wide services, we provide information, early intervention, psychosocial support, counselling and recovery support for individuals and families affected by alcohol-related problems, substance use or adverse health and social wellbeing.

Our Values

- **Compassion** - We treat everyone with dignity, respect and empathy.
- **Integrity** - We act with honesty, transparency and professionalism.
- **Inclusivity** - We welcome and support people from all backgrounds.
- **Collaboration** - We work together to achieve better outcomes.
- **Innovation** - We embrace new ideas and approaches that improve lives.
- **Accountability** - We are committed to delivering meaningful and measurable impact.

