



Job Description

Title:	Rough Sleeper Substance Misuse Officer
Salary:	£25,700 - £27,500 (pro-rata) per annum, depending on experience
Hours:	24 hours per week (Mon-Thurs, 9:30-4:30 with a one hour unpaid lunch break)
Duration:	Fixed term contract until 31 March 2026 with possible extension
Responsible to:	Service Manager
Responsible for:	No direct line management but as a member of the team, you will be required to give direction to volunteers and students.
Location:	Between the KCAH office and various temporary accommodation locations in Kingston borough.
Desirable but not essential: Have use of a car and have a full UK driving licence	

Role Overview

The Bridge is an exciting new project within KCAH. You will be working with individuals who have substance use issues who are either homeless or at risk of homelessness. This service is a bridge between individuals attending the service and Kingston Wellbeing Service (KWS) which is the specialist drug and alcohol service for the local borough. The aim is to work with those that are ambivalent about accessing specialist services around their substance use or have issues with sustaining engagement with services, due to chaotic use and vulnerable housing.

Individuals will access The Bridge during drop-in sessions which you will need to run safely whilst maintaining an element of fun. The Bridge will provide high quality support, delivered in a strength based, person centred way.

You will run a specialist needle exchange, supplying equipment alongside safer injecting and harm minimisation advice.

You will identify the needs of service users and facilitate regular group sessions alongside volunteers to meet those needs.

You will conduct home visits to those in KCAH or SPEAR properties identified as having issues engaging with KWS around their substance use. You may also be required to seek out individuals that are sleeping on the streets.

You will offer structured one to one support sessions, drawing up individualised support plans with SMART goals and objectives

Offer practical support with benefit enquires for example and act as an advocate when required.

Role Responsibilities

1. Key Responsibilities

- a) Run a busy drop-in service ensuring that it is a fun and appealing place to be whilst maintaining the safety of staff and other service users at all times
- b) Offering a specialist needle exchange service, giving out equipment with safer injecting and other harm minimisation advice
- c) Conducting outreach visits to those vulnerably housed or street homeless
- d) Facilitate one to one sessions with service users, using motivational interviewing and other techniques to best support their needs
- e) Develop and agree individualised SMART comprehensive Support & Safety Plans These address the needs and ambitions of the individual and promote engagement with treatment services
- f) Working proactively and flexibly to prevent service users from dropping out of structured treatment and to re-engage them if they do
- g) Effective delivery of harm reduction and recovery-based interventions for service users presenting with a range of drug and alcohol problems and associated mental health issues
- h) Promote health and wellbeing by facilitating activities and interventions to service users
- i) Prevent homelessness by working closely with KCAH's Housing Crisis Intervention Service and other housing providers
- j) To take the lead in practical tasks or act as an advocate: for example, liaising with GP, benefit enquires, or helping complete and submit application forms
- k) To support and facilitate the delivery of the group work and activity programme within the service, using both evidence-based and innovative approaches to respond to identified needs and bring new ideas to the table

- l) To maintain accurate and timely client records through the case management system in compliance with KCAH policies and procedures
- m) Recognise and respond appropriately to aggressive, inappropriate or challenging behaviour in line with KCAH policies
- n) To support the delivery of a range of community reintegration activities both on-site and in the community

2. Key Service Operations

- a) Comply with all policies, procedures and legislative requirements
- b) Contribute to the development, monitoring and reporting of quality standards and help ensure systems are in place for data collection, client satisfaction, annual service reviews
- c) Risk assess on a daily basis, adhere to health and safety legislation and policy and the maintenance of the premises and any equipment
- d) Be accountable for a positive working environment and the well-being of fellow employees, volunteers and students as well as the service users
- e) To work within the timetable as required maintaining a friendly and supportive environment within the project, including maintaining the security of the building

3. General

- a) Understand, uphold and work within the ethos, aims and objectives of KCAH
- b) Represent the organisation, raises its profile and promotes its cause
- c) Contribute positively and constructively to team meetings and other management initiatives
- d) Prepare for and participate in supervision and appraisals as required by the organisation. Maintains professional and personal self-awareness. Identify own training and professional development needs
- e) Notify the Service Manager of any occurrences which may affect the service, both at a professional and administrative level. This includes safeguarding
- f) Provide written records and reports as required by the organisation
- g) Travel as needed to attend meetings, training courses, conferences and other events

This job description covers the range of duties and will be reviewed from time to time. It is

KCAH's aim to reach agreement on changes but if an agreement is not possible, KCAH reserves the right to change this job description.

Within the confines of legislation and as a condition of being able to commence employment with KCAH, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documentation will include one or more of the following, as appropriate – NI number, birth certificate or British passport, certificate of registration or naturalisation as a British citizen or passport/documentation evidencing citizenship of a European Union country.

Person Specification

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	Essential Criteria
D	Desirable Criteria
Criteria Measure	
A	Application
I	Interview

Knowledge, Skills and Experience		
Knowledge of both the homelessness sector and the drug and alcohol treatment sector and the issues faced by service users	E	A/I
Knowledge and understanding of addiction recovery, mental health and the welfare benefits system	E	A/I
Excellent organisation and time management skills	E	A/I
Experience of carrying out assessments and the design and implementation of SMART support plans.	D	A/I
Experience of delivering practical skills	E	A/I
Commitment to and an understanding of: health and wellbeing outcomes; a strength-based approach; a psychologically informed environment; trauma informed care	D	A/I
The ability to prioritise and carry a diverse workload with competing demands	E	A/I
Experience of delivering structured interventions to service users and using methods such as motivational interviewing	D	A/I
Experience of facilitation of 1:1 work & therapeutic groups.	D	A/I
Guide clients in the development of skills and strategies for dealing with their problems.	D	A/I
Strong IT skills	D	A/I
Personal Attributes		
Proactivity – Quick thinking with able to use initiative	E	A/I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
Adaptability – Can work in fast-paced, changing environments	E	A/I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback to achieve continuous development	E	A/I
Innovative – Continually searching for better ways of working	E	A/I

Qualification		
Possession of a recognised qualification in CBT, Motivational Interviewing or qualification working in substance misuse	D	A/I
Other		
Have use of a car and have a full UK driving licence	D	A/I