

Job Description

Post Title	No More Service Support Worker (DA Perpetrators)
Post Number:	012342, 012343, 012344
Business Unit	Community Safety
Business Unit team	Communities & Neighbourhoods
Accountable To (<i>Line Manager</i>):	Senior Complex Needs Advocate
Responsible For (<i>Direct Reports Post Title</i>):	N/A

Job purpose

As a representative of Stevenage Borough Council you will manage a caseload of 15-20 clients to provide an intensive support to address substance misuse and offending with Domestic Abuse Perpetrators. Working co-operatively with partners to develop a support programme tailored to the individual client, agreeing contact dependant on clients' needs, including outside of normal business hours. The role will support clients in Stevenage, North Herts, Welwyn & Hatfield, East Herts and Broxbourne.

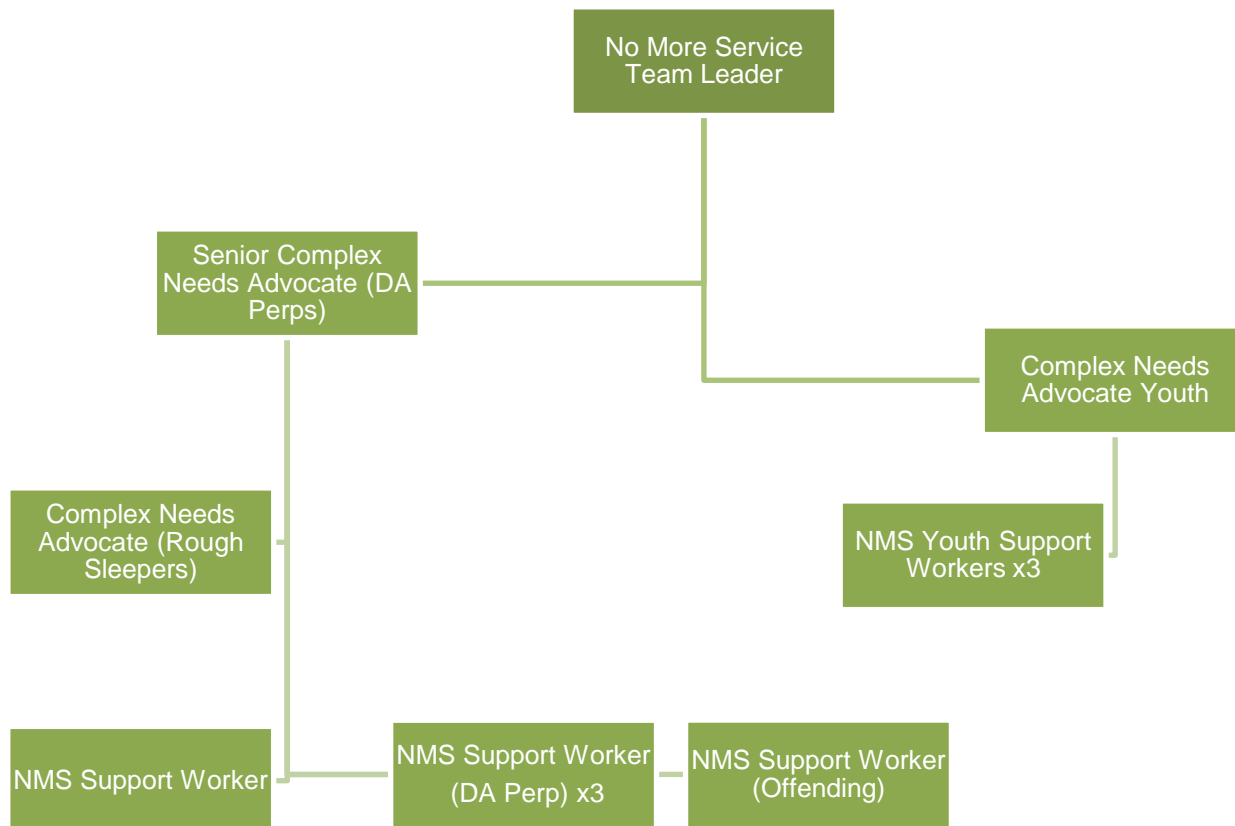
To actively challenge relevant issues and help remove the barriers that prevent people from tackling their substance misuse and changing their behaviours.

Provide practical and emotional support, applying the principles of effective casework when supporting clients and signpost clients for support and guidance to partner agencies.

To represent The No More Service and Stevenage Borough Council at internal and external meetings including Multi Agency Risk Management Meetings, Child Protection Conferences and Professional Meetings.

The post holder should have an understanding of relevant law and practice relevant to this area of work.

Organisational position



Key tasks, duties, responsibilities and accountabilities of the post

- Undertaking full assessments of clients referred to the service to ensure that they comply with the referral criteria. Develop and agree a multi-agency action plan and individual support plans to address the clients' needs, involving health teams, police, probation, adult care services, mental health, children services, prisons, courts, domestic abuse service, benefits, CAB, housing associations, drug and alcohol services and other voluntary sector services as required by each individual client.
- Maintain accurate file notes of action and support provided. Provide accurate and concise case management information and assessment of each client onto the REACT data base, including the services delivered by partner agencies.
- Utilise a range of tools including rewards and consequences to motivate clients to take positive action to make changes to their lives. To help the client to be motivated to set goals to reduce their substance misuse and or offending. Help them to develop their life skills, self-confidence and improve their physical and mental wellbeing.
- Make referrals to specialist service providers where required, including signposting for assistance in tackling alcohol addiction, drug treatment, mental health and criminal activity.

- Carry out duties within the Health and Safety regulations and in compliance with Stevenage Borough Council' policies and procedures.
- Attend team meetings and briefings and relevant training courses when required.
- Ensure that issues raised are responded to and dealt with within the agreed timescales.
- Take a role in maintaining and increasing customer satisfaction by ensuring the services delivered meet or exceed Stevenage Borough Council's service standards.
- Adopt a customer centred approach, when dealing with difficult situations ensuring clients are referred to the appropriate agency.
- Prepare, collate and present reports to the Senior Housing Officers' Panel when required, co-operatively with Housing.
- Collect and record data in relation to clients, to help formulate the No More Service Action Plan and strategy.
- To ensure that all dealings with staff, partners and residents are conducted within the Council's Equalities and Diversity framework.
- To ensure that the Council's Customer Care standards are maintained when dealing with members of the public and internal customers, to ensure we respond effectively to complaints and cascade new knowledge from them.
- To prepare reports for and attend meetings of the Council or other committees as required.
- To promote and take part in corporate working parties and project teams as required.
- To maintain confidentiality of all information gained during the course of employment that relates to other employees, the public, contractors, Elected Members etc.
- Flexible approach to working hours having regard to the needs of the service.
- Attend team meetings, case review meetings, briefings and relevant training courses when required.

The role's key contacts and level of relationships with individuals, groups of people, agencies and external organisations

- Attendance at face to face meetings with clients to complete assessments, support plans and action plans where required including referrals to partner agencies.
- Attend case conferences, panels, action planning meetings and other multi-agency meetings in connection with the role, liaising with a wide range of external agencies relaying key information. Including Hertfordshire police, Hertfordshire County Council (Children's Services, Families First and Adult Services) Prisons, Probation, Community Mental Health, Harm Reduction Unit and Voluntary sector services and members. Also internally giving information and advice to enable a seamless service is delivered.

- Attend the Multiple Needs Working Group and refer clients to it.

Governance, Corporate and other responsibilities

- Undertake any additional responsibilities as directed by the line manager commensurate with the level and grading for the role
- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.
- Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.

Behaviours and competencies

- Stevenage Borough Council (SBC) is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and recruitment candidates to share this commitment. SBC shall take all reasonable steps to employ staff who are safe to work with children, young people and vulnerable adults. For posts identified with regular contact with these groups applicants will be required to undertake a Value Based Interview. The council supports the legislative requirements for employing and maintaining safer staff and the guidance specified by [Hertfordshire Safeguarding Adults Board](#).

Person Specification

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application Test Interview
Knowledge, Skills and Abilities	Undertake full needs assessments of the clients referred and individual support plans as required, with the relevant experience of working with people with substance abuse or those with a history of offending	Essential	Application, Test, Interview
	Working knowledge of legislation relating to the safeguarding and promotion of the welfare of older people, children and the vulnerable	Essential	Application, Test, Interview
	Previous experience working as a substance misuse support worker is desirable	Desirable	Application, Test
	Ability to work on own initiative and as part of a team	Essential	Application, Interview
	Able to deal calmly and confidently with emotional and difficult situations	Essential	Application, Interview
	Ability to understand the needs and perceptions of customers and to handle situations sensitively	Essential	Application, Interview
	Ability to adopt a firm, empathic approach in discussions and negotiations	Essential	Application
	Able to demonstrate an understanding of key requirements and characteristics of a customer focused organisation	Essential	Application, Interview
	Able to present new ideas clearly and effectively, both orally and in writing to a varied audience.	Essential	Application
	Experience of identifying and responding to the risks and needs of substance misuse and offending, with a clear understanding of the practical implications of the service.	Desirable	Application
	A track record that demonstrates tangible achievements in working effectively with other organisations and agencies towards a common goal.	Essential	Application, Interview
Experience	Proven experience of providing support to clients on a one to one basis and handling a varied complex needs caseload.	Essential	Application, Interview
	Experience of collecting and collating information as part of case investigation and able to use that information accordingly.	Essential	Application
	Experience of presenting reports or information in formal meetings, having the ability to confidently represent the Council internally and externally	Essential	Application, Test

	Required Skills and Competencies	Essential / Desirable	How to be Assessed Application Test Interview
	HND/HNC Housing, ASB Qualification, qualification or equivalent practical knowledge and experience of working previously in an area providing support and guidance.	Desirable	Application, Interview
Any Other Attributes required for the role not mentioned above	Ability and willingness to travel to other locations as required for the role	Essential	Application
	Have a flexible approach to work and be able to work outside of normal working hours when required.	Essential	Application
	Enhanced Criminal Records Bureau check will apply	Essential	Application