



Role Description Drug and Alcohol Key Worker

Post Title: Key Worker Drug and Alcohol Treatment Service

Service Area: Based at Welwyn Garden City or Letchworth & such locations as required for operational reasons. (One location will be designated as the post holder's usual place of work).

Accountable to: Recovery Services Manager, Operations Manager as appropriate

Purpose of Role: Work as part of the key work team to develop and deliver a structured group programme and one-to-one keywork.

Main Responsibilities

- Work as part of the dedicated key work team to develop and deliver a structured programme of group and one to one keywork as required.
- Undertake initial triage and comprehensive assessments of clients for access to the treatment programme and to include identification of possible additional health needs for appropriate referral.
- Carry a caseload, and support service users to a standard that maximises harm reduction to the individual and the community.
- Develop, implement and review individual recovery plans and risk assessments for clients.
- Signpost clients in accessing employment, training, education.
- Maintain client records to provide clear concise accurate and timely information.
- Network and liaise with other agencies and services/service providers involved in the care of clients, regarding referral systems and other contact for the benefit of our beneficiaries and promotion of the service.
- Work effectively and flexibly as part of the team, assisting others and sharing knowledge openly and willingly.
- Participate in review processes as required both procedural and personal (Personal Development Review).
- Work flexibly within the team and undertake additional work from any site within the Resolve, as required from time to time.

Communication

- Be responsible for recording incoming and outgoing communications.
- Promote the service and liaise with external partners.
- Attending internal and external meetings and events as required.
- Contributing to team meetings, discussions, and reviews to increase the effectiveness of the service.



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General

- Ensure compliance with internal and external standards, regulatory requirements and comply with all Resolve's policies and procedures including health and safety, data protection and safeguarding.
- Fully engage in Resolve's appraisal system, training and learning to enhance job performance and professional development.
- Contribute to the continual monitoring and evaluation of service provision.
- Actively administer and comply with all policies and procedures as laid down by Resolve
- Perform such duties as may be required by managers.

Person Specification

- Knowledge and understanding of substance misuse / mental health issues and recovery. Lived experience desirable.
- Ability to work as part of a team.
- Good written and verbal communication skills.
- Ability to connect with people at all levels (internally and externally) with empathy and enthusiasm for helping others
- Good I.T. skills with a working knowledge of MS Office and client management systems.
- Innovative and creative in all areas of work.
- Ability to engage and motivate people to move towards recovery, abstinence, and relapse prevention.
- Experience of one to one key work, delivering group therapy.