



Role Description Key Worker – Drug and Alcohol Treatment Service

Introduction to Role

Resolve is a local charity committed to supporting individuals who need substance misuse treatment, are homeless or are experiencing poverty. Our comprehensive services include drug and alcohol treatment, a homeless project, and a welcoming community café and hub.

As a Drug and Alcohol Key Worker, you will play a vital role in developing and delivering a structured programme of group and one-to-one support within our Letchworth Drug and Alcohol team. Your efforts will directly contribute to the well-being and recovery of those in need. The benefits of the role include:

- **Impactful Work:** Make a significant difference in the lives of individuals in your community.
- **Supportive Team:** Work within a passionate and collaborative team environment.
- **Professional Growth:** Opportunities for ongoing professional development and personal fulfilment.

Job Title: Key Worker - Drug and Alcohol Treatment Service.

Location: Letchworth although you may be asked to work at Welwyn Garden City occasionally.

Hours: Full time. Normal working hours are Monday 9am – 7.30pm, Tuesday, Wednesday and Thursday 9am – 4.30pm, Friday 9am – 4pm.

Contract: Permanent.

Accountable to: Recovery Services Manager.

Purpose of Role: To be part of our dedicated Drug and Alcohol key work team. To develop and deliver a structured group programme and one-to-one key work.

Main Responsibilities

- **Programme Development:** Collaborate with the key work team to design and implement structured group and one-on-one key work programmes.
- **Client Assessment:** Conduct initial triage and comprehensive assessments, identifying additional health needs for appropriate referrals.
- **Case Management:** Manage a caseload, providing support to maximise harm reduction for individuals and the community.
- **Recovery Planning:** Develop, implement and review individual recovery plans and risk assessments.
- **Record Keeping:** Maintain clear, concise, and accurate client records.
- **Support Services:** Assist clients in accessing employment, training and education opportunities.
- **Team Collaboration:** Work flexibly and effectively as part of the team, sharing knowledge and assisting others.



Role Description Key Worker – Drug and Alcohol Treatment Service

- **Networking:** Liaise with other agencies and service providers for client referrals and service promotion.
- **Review Participation:** Engage in procedural and personal review processes, including Personal Development Reviews.

Communication

- **Record Management:** Handle incoming and outgoing communications responsibly.
- **Service Promotion:** Promote the service and liaise with external partners.
- **Meeting Participation:** Attend internal and external meetings and events.
- **Team Contributions:** Actively participate in team meetings and discussions to enhance service effectiveness.

General

- **Compliance:** Adhere to internal policies and external standards including health and safety, data protection and safeguarding policies.
- **Professional Development:** Engage fully in Resolve's appraisal system, training and learning opportunities.
- **Service Evaluation:** Contribute to the continual monitoring and evaluation of service provision.
- **Flexible Working:** Perform other duties as required by line manager. Work at any Resolve site as required.

Person Specification

- **Knowledge:** Understanding of substance misuse/mental health issues and recovery. Lived experience is desirable.
- **Communication Skills:** Excellent written and verbal communication abilities.
- **Empathy:** Connect with people at all levels with empathy and enthusiasm for helping others.
- **IT Proficiency:** Good IT skills, including Microsoft Office and client management systems.
- **Confidence:** Confident delivering group therapy and one-to-one keywork. Experience desirable.
- **Teamwork:** Ability to work collaboratively within a team.
- **Creativity:** Innovative and creative in all areas of work.
- **Motivation:** Ability to engage and motivate individuals towards recovery, abstinence and relapse prevention.