



Job Description and Person Specification: Complex Needs Support Worker

POST:	Complex Needs Support Worker
LOCATION:	Keighley, Airedale General Hospital, Community
GRADE:	3; £25,704 (FTE) £20,563 (Actual)
HOURS:	Part-time; 28 hours per week

Purpose of the Job:

- To directly intervene with people who use our services in a one-to-one or group setting to help them to address their problematic alcohol/drug use.
- To provide support in the community for individuals and families with the aim of helping them to make the positive lifestyle changes that will aid their recovery.
- To support and signpost individuals and families to engage with other supportive services

Main Duties

- To review and assess the needs of service users with an alcohol or drug problem within a variety of settings.
- To support service users to improve general health, including dietary needs and personal hygiene.
- To support service users to improve their social situation, including assistance with housing, benefits, accessing community services and budgeting.
- To work with service users to remove any structural and social barriers to accessing treatment services.
- To support individuals and families to access appropriate treatment and recovery services.
- Keep accurate and confidential records.
- Produce relevant documents and reports in support of the role.
- Attend and contribute to meetings with other staff and partners.

Project 6 is committed to being a safe, healthy, and non-discriminatory employer. You will need to abide by our code of conduct, health and safety and HR Policies.

Post-specific Duties:

This post is focussed on:

- ☒ Working in a multi-agency team supporting patients at the Airedale General Hospital.
- ☐ Running support and recovery groups for people who use our services
- ☒ Seeing individuals one-to-one in our offices in Keighley or in the community or service user's homes
- ☒ Working with pregnant women and new mothers

PERSON SPECIFICATION

Listed below are the ideal values, experience, knowledge and skills you'll need to do this job. You do not need all of these to apply, and every application will be considered. We will assess these through your application, or through tests or interviews after shortlisting.

We recognise the value of personal and voluntary experience as alternatives to formal experience and qualifications.

Knowledge	Method
N/SVQ level 3/degree in Health and Social Care or significant equivalent experience. Or qualification in substance use treatment/support or significant relevant experience.	Application
Practical knowledge of the challenges facing people who have difficulties relating to drug or alcohol use.	Application Assessment
Experience	
A minimum of one year's experience of working with people with drug and/or alcohol issues, individually or in groups, or have personal lived experience.	Application
A minimum of one year's experience of providing therapeutic services to people experiencing difficulties with their use of substances.	Application and Assessment
Effectively using technology to manage a caseload and support individuals.	Application
Skills	
Ability to effectively manage conflict.	Assessment
Ability to prioritise and support a complex caseload.	Assessment
Values	
A firm belief that all people matter.	Assessment
An evidenced belief that everyone can change.	Assessment
A track record of delivering on your commitments.	Assessment
A personal commitment to equality, diversity and inclusion.	Assessment

ROLE SPECIFIC ATTRIBUTES

X	Experience of working in a clinical environment such as a hospital or GP surgery	Assessment
X	Experience of working with pregnant women	Assessment
X	Experience of working with groups who need support with alcohol or drug use	Assessment