

Recruitment pack

THE BIG LiFE GROUP



Assertive Outreach Worker

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: Assertive Outreach Worker

The basics

Salary

£31,022 per annum (NJC SCP point 17)

Hours

35 hours per week on a permanent contract

Annual leave

25 days, increasing to 30 days after five years

Base

Bury, Salford or Trafford (TBC)

Line manager

Assertive Outreach Team Leader

Closing date for applications

Sunday, 24 May at 5pm.

Interviews will take place the week commencing 1 June.

What you'll be doing

As our Assertive Outreach Worker, you will support people experiencing substance misuse issues across community and criminal justice settings, including individuals who may be difficult to engage or have become disconnected from services.

You will work proactively to reconnect people with treatment and recovery support, helping them move towards positive change using trauma-informed and person-centred approaches. You'll build strong partnerships with organisations across housing, probation, health, homelessness and community services to ensure people receive the support they need.

This is a rewarding and varied role for someone passionate about recovery, social inclusion and helping people overcome barriers to accessing support.

Main duties

- Identify and engage people within communities and criminal justice settings who are not currently accessing drug and alcohol services.
- Re-engage individuals who have dropped out of treatment or become detached from services.
- Use evidence-based approaches and motivational techniques to support behaviour change and recovery.
- Support individuals to access structured treatment and wider support services.
- Work collaboratively with prisons, probation, housing providers, homelessness services, pharmacies, community groups and other partners.
- Facilitate group and one-to-one support to help people move towards recovery.
- Maintain accurate and up-to-date records using the service database and monitoring systems.
- Develop effective relationships with agencies and organisations across Bury, Salford and Trafford.
- Promote peer support, volunteering, mutual aid and positive family relationships.
- Maintain knowledge of prescribed and non-prescribed substances and current trends in substance misuse.
- Ensure all quality standards, safeguarding responsibilities and audit requirements are met.
- Support transitions between services and contribute to safeguarding of adults and children where required.
- Work in line with Big Life Group's Lone Working policy.
- Escalate risks and safeguarding concerns appropriately to external agencies where necessary.
- Support timely access to specialist psychology services where appropriate.
- Communicate with service users in a clear, accessible and meaningful way.

Work-related expectations

- Work within Big Life Group's mission, values and ethos.
- Contribute to the ongoing development of Big Life Group services.
- Work in accordance with all Big Life Group policies, particularly safeguarding, health and safety and information governance.
- Commit to personal development and attend training as required.
- Work in line with all relevant legislation and professional standards.
- Participate in regular supervision and annual appraisal.
- Undertake any other duties appropriate to the role.

Person Specification: Assertive Outreach Worker

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

- Experience working with people affected by substance misuse.
- Experience working within or alongside criminal justice settings.
- Experience managing client records and using databases.
- Experience supporting people one-to-one and in group settings.
- Experience working collaboratively with a range of agencies and organisations.

Skills

- Ability to manage a varied and complex workload effectively.
- Ability to support clients to identify and achieve goals.
- Ability to work across a range of areas including housing, criminal justice, mental health and education.
- Strong partnership-working and communication skills.
- Ability to use or learn database systems effectively.

Knowledge

- Knowledge of the barriers faced by people experiencing substance misuse.
- Understanding of recovery-focused approaches and community recovery models.
- Knowledge of local services, support organisations and communities.

Education

- No formal qualifications required. Relevant experience and willingness to learn are highly valued.

Personal

- Positive outlook and can-do attitude.
- Resilient and adaptable approach.
- Non-judgemental and inclusive values.
- Commitment to personal and professional development.
- Full driving licence and access to a vehicle essential.



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thebiglifegroup.com