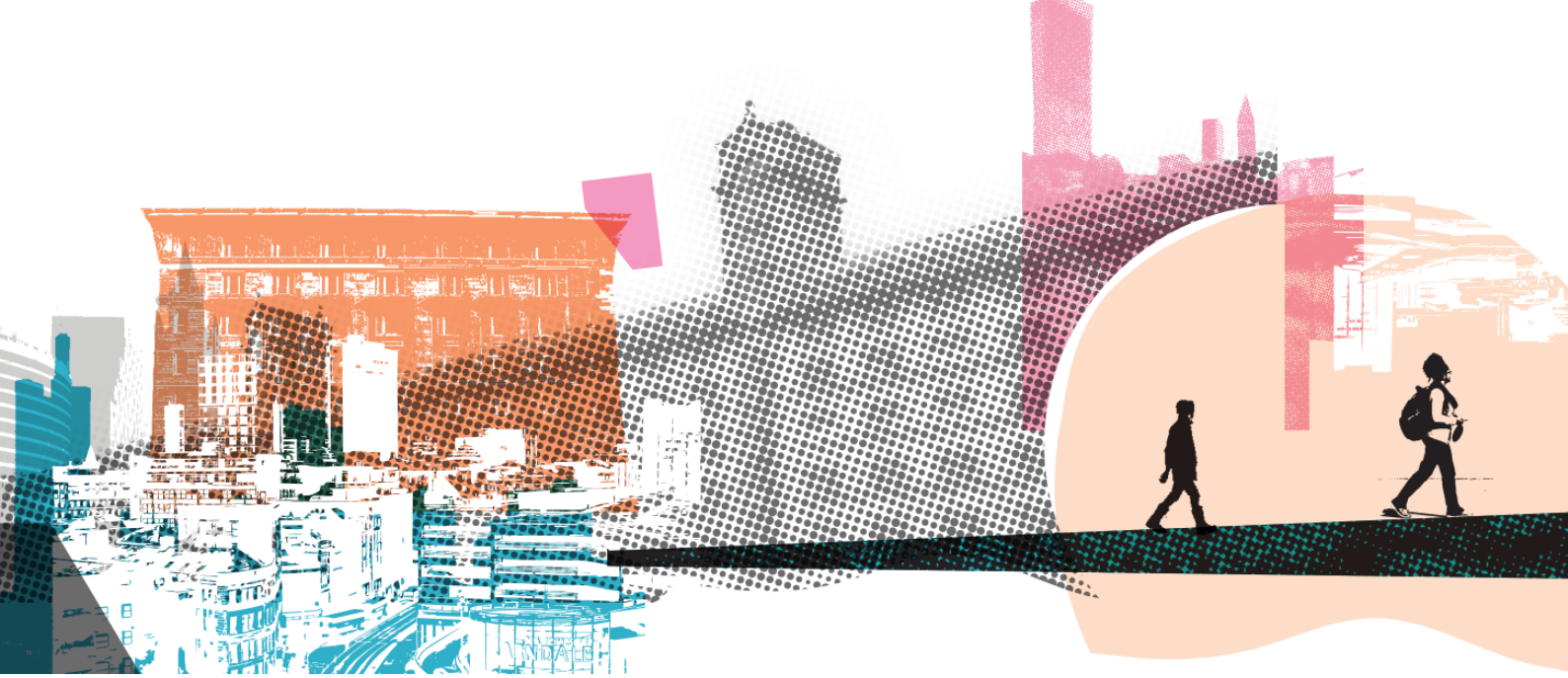
Recruitment pack

Drug and Alcohol 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: Drug and Alcohol Assertive Outreach Worker

The basics

Salary
£32,046 per annum, pro rata (NJC fixed point 17)

Hours
35 hours per week

Annual leave
25 days, increasing to 30 days after five years

Base
Salford. A full UK driving licence and access to a vehicle is essential due to the nature of the role.

Line manager
Assertive Outreach Team Leader

Closing date for applications
Sunday, 8 November

We welcome applications from people with relevant lived experience relevant to this role.

We recognise that AI tools can be useful in supporting job applications, for example by helping with spelling, grammar, structure, or clarity. However, the content of your application should reflect your own skills, experience, knowledge, and ideas. You may be asked at interview to expand on or discuss any part of your application.

What you'll be doing

As our Assertive Outreach Worker, you'll provide creative, flexible and person-centred support to people experiencing substance misuse who may be difficult to engage or have become disconnected from services.

Working across community and criminal justice settings, you'll proactively build relationships with people who are not accessing traditional support, helping them engage with treatment, develop recovery goals and build positive futures. You'll work alongside a wide range of partner organisations, ensuring people receive coordinated support that reflects their individual needs.

This is a rewarding role for someone who enjoys outreach work, building trusted relationships and supporting people to make lasting changes in their lives.

Main duties

1. Identify and engage people across community and criminal justice settings who are not currently accessing drug and alcohol services.
2. Re-engage individuals who have disengaged from treatment or become disconnected from support.
3. Use evidence-based approaches and motivational techniques to encourage behaviour change and recovery.
4. Support people to access structured treatment through partnership working with prisons, probation, housing providers, homelessness services, pharmacies, needle exchanges and community organisations.
5. Deliver one-to-one and group interventions that promote recovery, behaviour change and peer support.
6. Maintain accurate client records and monitoring information using the service's electronic case management system.
7. Build effective relationships with partner organisations across Bury, Bolton, Salford and Trafford.
8. Promote peer support, volunteering, mutual aid and positive family relationships as part of recovery planning.
9. Maintain up-to-date knowledge of prescribed and non-prescribed psychoactive substances.
10. Ensure quality standards, safeguarding responsibilities and audit requirements are consistently met.
11. Support people as they transition between services and ensure continuity of care.
12. Identify and escalate safeguarding concerns and increased risks appropriately.
13. Work in accordance with Big Life Group's Lone Working Policy.
14. Support timely access to specialist psychology services where appropriate.
15. Communicate with service users in a clear, accessible and meaningful way that builds trust and engagement.

Work-related expectations

1. Work within Big Life Group's mission, values and ethos.
2. Contribute to the ongoing development of Big Life Group and the Achieve service.
3. Work in accordance with all Big Life Group policies and procedures, particularly safeguarding, health and safety and information governance.
4. Commit to personal development and attend training as required.
5. Work in line with all relevant legislation and professional guidance.
6. Participate in regular supervision and annual appraisal.
7. Undertake any other duties appropriate to the role.

Person Specification: Drug and Alcohol 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

1. Experience working with people affected by substance misuse.
2. Experience working within or alongside criminal justice settings.
3. Experience managing client records using electronic databases.
4. Experience delivering one-to-one and group interventions.
5. Experience developing effective relationships with a range of agencies and partner organisations.

Skills

1. Ability to use databases and digital systems effectively.
2. Ability to support people to identify and achieve their goals.
3. Ability to manage a varied and complex workload.
4. Ability to work confidently across a range of areas including criminal justice, housing, mental health, education and debt.
5. Strong partnership-working and communication skills.

Knowledge

1. Knowledge of the barriers faced by people with substance misuse.
2. Understanding of recovery-focused approaches and community recovery.
3. Knowledge of local services, communities and support available.
4. Understanding of personal and community recovery within substance misuse services.

Education

1. No formal qualifications are required for this role. Relevant experience, skills and a commitment to learning are valued.

Personal

1. Positive outlook and a can-do attitude.
2. Resilient and adaptable approach.
3. Non-judgemental and person-centred approach.
4. Commitment to Big Life Group's values and mission.
5. Commitment to ongoing personal and professional development.
6. Full UK driving licence and access to a vehicle (essential).

THe BIg LiFE GROUP

We fight for equity –
in health, in wealth and in life.