



Waythrough

Job Description

Job Title:	Support Worker
Job Grade:	A2
Reports to:	Lead Practitioner/ Team Manager/ Service Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS
Key stakeholders:	Service users, Service Manager, parents/ carers of service users, external relevant organisations.

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Thanks for bearing with us – and don't forget to check out the Waythrough jobs on the Richmond Fellowship and Aquarius job site https://recoveryfocus.wd3.myworkdayjobs.com/Recovery_Focus_Careers.



Waythrough

Job Description

Job Purpose

To provide a range of age appropriate interventions that engage and maintain positive working relationships with service users and support them into their treatment.

Key accountabilities:

1.	Respond to referrals within 48 hours of receipt of referral to introduce the support and treatment that can be offered.
2.	Ensure risk assessments of immediate presenting needs are carried out and regularly reviewed.
3.	Provide brief interventions around nicotine, alcohol, overdose and sexual health.
4.	Support the service user to transition to an allocated Keyworker for assessment.
5.	Prepare, take samples for screening purposes, communicate and record the results.



Waythrough

Job Description

6.	Provide a range of interventions to service users as and when required, including (but not limited to); Needle Exchange, Drug Testing, General Health Assessments, BBV Screening / Access to immunisations.
7.	Contribute alongside the service user and the Keyworker to ensure an effective care plan is in place.
8.	Actively engage service users in service design, review and development.
9.	Maintain professional links with relevant organisations to ensure co-ordination of care and referral links.
10.	Work closely and collaboratively within the multi-disciplinary team across the service partnership and externally, providing advice and information to managers and other colleagues, through attendance at reviews, team meetings, and supervision and via telephone conversations.
11.	Improve outcomes for families of service users by reducing the impact of drug and alcohol related harm on family life and promote positive family involvement in recovery.

1

12.	Maintain targets and key performance indicators as defined by the service specification, Service Delivery Unit and as instructed by the Service Manager.
13.	Comply with all monitoring and evaluation systems, collecting and monitoring information as appropriate and provide reports when required, actively contributing to the service achieving successful service user outcomes.



Waythrough

Job Description

14.	Maintain accurate, up to date records and work in accordance with organisational guidelines and procedures.
15.	Strive to reduce substance related harm to individuals and the wider community.
16.	Provide a full range of service interventions in an outreach and in-reach capacity including satellite offices and partnership co-location venues with other organisations.
17.	Undertake continuing professional development including participating in clinical supervision, performance and development reviews (PDRs) and attending training as/when required .
18.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .
19.	Keep abreast of policy and professional development within your area of professional expertise.
20.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



Waythrough

Job Description

2



Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 2 in Health & Social Care (or equivalent relevant subject)	D
Good basic education: Maths and English GCSE grades 1-5 (or equivalent)	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Knowledge/ Previous Experience	Essential or Desirable
Proven experience of being able to engage service users.	E



An understanding of issues that service users face in their everyday lives.	E
Ability to maintain and work within professional boundaries.	E
Knowledge of completing service user assessments including comprehensive and risk assessments.	E
Knowledge of safeguarding adult and child protection policies.	E
Experience of working with Families.	D
Experience of using/inputting on to various Management Information Systems.	D
Able to present and interpret data to ensure that service KPI's are met.	D

1

Person Specification

Knowledge of substance misuse and recovery.	D
---	---



Committed to the principles of equal opportunities and anti-discriminatory practice.		D
Competencies		
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.	
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.	
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.	
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.	
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.	
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.	
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.	



Waythrough

Safeguarding training required on start (not to be measured in the R&S process)