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Substance Misuse Worker

Dear Applicant,

Enclosed are the application form and job details, which you requested. Please complete the application form as fully as possible and return it to The Matthew Project by **4pm on Tuesday 19th January 2010**. Interviews will be held on **Monday 1st February 2010**.

Before you complete the application form you should read the following information:

1. Your application form is very important because it is the only basis on which we decide whether or not to interview you. **We do not accept CVs.**
2. The spaces provided in the form should be adequate for you to present a concise application. If, however, you feel it is essential to continue on a separate sheet, attach it firmly to the main part of the form indicating clearly the part of the form or question that it relates to.
3. Please use black ink or black typescript so that it can be photocopied.
4. The Matthew Project is an equal opportunities employer. Our main aim is to ensure that no applicant or employee is unfairly treated. To help us monitor the effectiveness of our policy commitment, and how well we are meeting our legal responsibilities, all applicants are asked to complete the attached equal opportunities monitoring form. This form is not shown to selectors; the Business Manager retains it and the data used for monitoring purposes only.
5. Providing incorrect information or deliberately omitting any relevant facts on the application form could result in either disqualification from the selection process or, where the discovery is made after an appointment, in dismissal. We may wish to check any of the details you have given.
6. **It is very important that you check that you have used the correct postage taking account of the regulations on size and thickness of envelopes. Insufficient postage may cause your application to miss the closing date; this has happened in a number of cases. We cannot consider applications received after the closing date.**

Unfortunately, due to the rising cost of recruitment and our efforts to direct our funds towards service provision wherever possible, we have decided that it is no longer practical to write to unsuccessful applicants. If, therefore, you have not received a reply within 4 weeks of the published closing date you should assume that you have been unsuccessful in your application. We hope that you will recognise that this is a practical necessity rather than a discourtesy on our part. We would like to take this opportunity to thank you for your interest in this post.

Yours sincerely,



Claire Stone
Business Manager



INVESTOR IN PEOPLE

Job Description

Organisation:	The Matthew Project
Job Title:	Substance Misuse Worker
Line Manager:	Thetford Substance Misuse Team Manager
Job Summary:	To provide relevant, appropriate and accurate assessment, information, advice and support to individuals accessing the drop-in to enable them to make informed choices concerning their well-being.

Specific Tasks:

- Provide a first point of contact in the drop-in for those accessing the service.
- Provide support, advice, information and help to those contacting the Matthew Project in the Drop In, on the telephone and via the Helpline.
- Provide an assessment and screening function for people in need of specialist treatment and intensive interventions.
- Communicate effectively with people and respond appropriately to their requirements.
- To work with individuals to enable them to access and engage in treatment for substance misuse.
- To provide advice to clients concerning all areas related to their health and general well-being and where appropriate to refer clients to the relevant health services.
- Assist with the organising, monitoring and maintenance of stock levels of all needles and related supplies that are issued in the drop-in.
- Collect data and information to assist in the monitoring and evaluation of the post and The Matthew Project.
- Represent The Matthew Project at relevant meetings, as appropriate, in consultation with the line manager.
- Liaise with and receive referrals from, and work in partnership with relevant agencies and workers such as social workers, health professionals and the Police.
- Work within the policies and procedures of The Matthew Project.

Hours of Work: 10 hours per week, by arrangement to cover the service.

Holidays: Pro rata of 25 days per annum plus pro rata of public holidays

DANOS

The Drug and Alcohol National Occupation Standards (DANOS) are a standard that relates to what competent people in the drugs and alcohol sector are expected to be able to do and know. The key thing is about being competent in the areas of DANOS that are relevant to your role. These help to identify skills and experience that are essential or helpful for the worker's role and help with identifying competent workers and training needs. The extent to which you need to have competence in these areas will depend on your job role. The units that relate to this post are as follows:

DANOS Unit No.	Description
AA1	Recognise indications of substance misuse and refer individuals to specialists.
AA2	Establish, sustain and disengage from relationships with individuals
AA3	Enable individuals to find out about and use services and facilities.
AA4	Promote people's equality, diversity and rights.
AA5	Interact with individuals using telecommunications
AB1	Support individuals when they are distressed.
AB2	Support individuals who are substance users.
AB3	Contribute to the prevention and management of abusive and aggressive behaviour.
AB4	Contribute to the protection of individuals from abuse.
AB5	Assess and act upon immediate risk of danger to substance users.
AC1	Develop your own knowledge and practice.
AC2	Make use of supervision.
AC3	Contribute to the development of the knowledge and practice of others.
AD1	Raise awareness about substances, their use and effects.
AD2	Facilitate learning through presentations and activities.
AF1	Carry out screening and referral assessment.
AF2	Carry out assessment to identify and prioritise needs.
AF3	Carry out comprehensive substance misuse assessment.
AG3	Assist in the transfer of individuals between agencies and services.
AH3	Supply and exchange injecting equipment for individuals.
AH4	Support individuals in undertaking health care.
BD3	Ensure own actions reduce risks to health and safety.
BE2	Provide information to support decision-making.
BE4	Supplying information for management control.
BI1	Develop productive working relationships.

The Matthew Project
Person Specification
Substance Misuse Worker

Qualifications and Knowledge

1.	Relevant professional/vocational qualification	Desirable	A
2.	Understanding of the issues facing people in relation to substance use	Essential	A
3.	Good knowledge of substance use.	Essential	A
4.	Understanding of issues involved when working within a multi-agency context	Essential	I
5.	Detailed knowledge of local resources and treatment availability.	Desirable	A
6.	Understanding of housing issues.	Desirable	A

Experience

1.	Experience of supporting and working directly with people	Essential	A
2.	Experience of working with people to achieve specific goals	Desirable	A
3.	Experience of working with people who use drugs inc. alcohol	Essential	A
4.	Experience of working across agency boundaries	Desirable	A
5.	Experience of working independently and in teams	Essential	A
6.	Experience of keeping accurate records	Essential	A

Skills

1.	Ability to work with a diverse range of problem substance users.	Essential	A
2.	Excellent interpersonal skills, with the ability to communicate effectively at all levels	Essential	I
3.	Ability to form effective working relationships with a wide range of people	Essential	A
4.	Good negotiation, diplomacy and conflict management skills	Essential	I
5.	Ability to prioritise, plan and manage workload under own initiative, independently and under pressure	Essential	I
6.	Good literacy, numerical and IT skills	Essential	A

Personal Qualities

1.	Commitment to equal opportunities in service provision and employment and able to work within ethos of the organisation	Essential	I
2.	Dynamic and enthusiastic approach to the challenges presented by this post	Essential	I
3.	Constructive and enabling attitude	Essential	I
4.	Adaptable	Essential	I

Note: I or A: Assessment primarily by Application form or Interview

The Matthew Project

The Matthew Project is a Norfolk charity working with adults, young people and communities with drug and alcohol related issues and providing innovative drug education to young people helping them to understand the risks of drugs and alcohol. We want young people to know the facts to empower them to make more informed choices.

Through the Matthew Project's many services, clients receive advice, information, counselling, support, care and education. We are committed to working in confidence, unconditionally and without discrimination of any sort.

The Matthew Project has workers based throughout Norfolk in Thetford, Kings Lynn, North Norfolk, Great Yarmouth and Norwich and we work in rural and urban areas. Our work takes place in a variety of settings including schools, youth venues, police stations, courts and at our own premises.

We work with the user but also worried parents, carers and young people whose parents use drugs of alcohol.

There are seven teams within The Matthew Project:

Youth Team	providing dynamic drug and alcohol education in outreach settings using the Voicebox Caravan
Under18 Team	supporting vulnerable young people with drug and alcohol issues and young people affected by their parents' or carers' use of drugs and/or alcohol
Norwich Substance Misuse Team	support, practical advice and counselling to users, carers and parents
Criminal Justice Team	working in police stations, courts breaking the cycle between drug use and crime
Adult Substance Misuse Team - Thetford	Providing support, advice and information to adults with issues around drugs and alcohol
North Norfolk Team	providing a multi agency base for adult support and advice
Administration	looks after the finance, human resources and administration of the project

The Matthew Project provides:

- Free, confidential, 'no-strings-attached' help for people with a drug or alcohol problems.
- Honest, accurate and appropriate information about drugs and drug misuse
- Support for parents and families of drug or alcohol users.
- A 24/7 telephone helpline for everyone within Norfolk who need support or have questions on drugs and alcohol.
- Dynamic education so young people understand the risks of drugs and alcohol

Vision and Mission:

The Matthew Project works with young people, adults and communities affected by drug and alcohol to enable them to reduce the harm caused by these substances.

Our purpose as a charity is to enable people to make more informed choices concerning their physical, emotional, mental and spiritual well-being, in a way which reflects our belief in unconditional acceptance in order to:

- Actively empower individuals
- Encourage their sense of self worth
- Help them realise their full potential
- Appropriate and feasible feedback and sustained contact with other professionals

The Matthew Project is a value driven organisation, believing in no compromise on hope for the change in people's lives no matter what their situation. We pride ourselves on our ethos of compassion, care, creativity and integrity in all areas of work.

The Matthew Project is increasingly known for its quality, reliability and innovation. The environment in which we work is becoming increasingly competitive and we wish to be 'leaders' in what we do

Who we work with:

Our clients are from all walks of life and include, mothers, teenagers, people who are homeless, children whose parents have a dependency and professionals. Our clients are from all social backgrounds.

We work with the person with a drug or alcohol dependency but also worried parents, relatives and friends. We receive helpline calls from the people of all ages from young teenagers to the elderly.

History

The Matthew Project is a registered charity. The name 'Matthew' means 'the gift of God' and as a demonstration of the love of God, to offer unconditional, confidential help to young people, with any kind of difficulty they might be facing.

The project was founded in 1984 by setting up 'Tackle', which was a young people's advice, information and counselling service. Initially this operated through, a 'walk-in' facility in Norwich city centre, and a 24-hour telephone help-line. Whilst the service was originally intended for young people, older people seeking help were never turned away.

Many of those contacting The Matthew Project had problems related to substance abuse, so in September 1986, Drug Aid was set up to offer help to those of any age who had problems related to drugs (either because they were using them or someone among their family or friends were using them).

In 1989, in order to maximise access to our services, we set up what was then a unique and innovative provision, a mobile service initially called 'Tackle Express'. This substantially increased opportunities for young people to seek information and help in an informal setting, often on their own territory. This proved of particular benefit to those who live in the rural parts of the county or those who are reluctant to make contact with more formal services. In 1997 Tackle Express was renamed Voicebox and another unit was purchased. We still operate two mobile units in both school and outreach settings across the county, and added a double-decker bus to our fleet of outreach vehicles in 2005. The Big Red Bus contains playstations, computers and a group work area and is used as a portable youth venue.

The Matthew Project has always given a high priority to its education and prevention work. From the outset staff have visited schools and colleges and given talks to thousands of pupils, teachers, parents and governors on drugs and HIV issues. The charity also began working in local prisons to develop advice, counselling and treatment services for inmates with drug related problems.

In 1991 a 'low-threshold', self-referral, 'arrest referral scheme' was introduced by local drug services, in conjunction with Norfolk Constabulary and Social Services, to offer help to anyone coming into custody who may want advice or help around drugs. The Matthew Project, through its 24-hour telephone help-line, acted as the gatekeepers for this scheme.

In 2000 the Government, through a joint funding initiative and as part of the government's drug strategy, sought to set up proactive arrest referral schemes nationwide. The Matthew Project was in a strong position in Norfolk to undertake this work and was awarded the contract by the Norfolk Police Authority. This subsequently became known as the Norfolk Enhanced Arrest Referral Scheme and is currently commissioned through N-DAP (Norfolk Drug and Alcohol Partnership). This service became part of the Drug Interventions Programme (DIP) in 2005.

In 2002 The Matthew Project was commissioned to provide a service to vulnerable young people called T2 in partnership with Children's Services and Mancroft Advice Project. Youth Workers and Counsellors work with and support young people across the county in a variety of youth venues including schools.

In the same year the organisation created a Housing Support Team as a result of service user and worker views. This team was funded primarily through Supporting People funding through local authorities. In April 2007 the majority of this team was transferred to Stonham Housing due to a reorganization of the service by Supporting People, with the remaining staff members following in January 2009.

In September 2006 the Matthew Project was commissioned to set up the Thetford Adult service; the team moved into their premises in January 2007. In September 2007 the multi-agency venue, The Junction, was established in Cromer to provide an Adult service in North Norfolk.

In April 2009 The Matthew Project, in partnership with Trust Alcohol and Drug Service (TADS), was commissioned to deliver a new substance misuse service for young people under 18 across the county of Norfolk from 1st October 2009. The new service provides advice, support and treatment for young people as well as supporting parents, carers and professionals who work with young people and will provide a full range of interventions and support. The three teams who provided services were the Matthew Project Youth Team, T2 and IMPACT; the latter two were decommissioned on 30th September 2009.

Part of the existing Matthew Project Youth Team continues to deliver a range of projects including club work, street outreach, youth engagement projects, coaching and alcohol work with young people after the 30th September. The rest will be part of the new integrated service.

The history of The Matthew Project is a story of perseverance, flexibility and innovation. Its success rests upon the dedicated workers it employs that have proved time and time again their commitment to serve people in need.

Adult Substance Misuse Team - Thetford

Structure

This team comprises three full time workers, including the manager, two part time workers, an administrator and 4 volunteers who provide between 4 to 6 hours support per week each.

	Team Manager	
	Full Time	
Administrator	Drugs Worker	Counselling Volunteers (2)
1 x Part Time (22 hrs pw)	Full Time x 2 Part Time x 2	Drop In Volunteers (2)

The team offers support, information and counselling for individuals who are affected by drugs or alcohol misuse. The range of services include:

- Drop – in
- Needle exchange
- Support for carers and families
- Brief interventions work
- Counselling

24 Hour Helpline

The Matthew Project Helpline is often the first point of contact for people. They might be at a crisis with their own substance use or a worried parent or friend. The Helpline can be a starting point for a life being turned around. The Helpline is covered on a rota basis by a large team of trained workers from across the Matthew Project staff.

Advice, Support and Brief Interventions

Brief Interventions is for clients who are struggling with immediate issues regarding their drug or alcohol use and a series of sessions usually lasts for 6 weeks. At the beginning of the sessions a goal or aim is discussed and the sessions help people to achieve these so a positive change is made in their life.

Many clients, who struggle with substance misuse problems, will seek on going support or counselling so they can address some of the issues underlying their substance misuse. Other clients may not be ready for, or interested in long-term support, but would like someone to work with them so that they can deal with some of their immediate problems, and make changes as quickly as possible.

The workers use a combination of motivational interviewing, solution-focused brief therapy and life coaching in order to enable clients to make positive changes to their lives.

Drop-In

This service is available to anyone who wants advice or information about their own substance misuse or that of someone close to them. This service can also be used for people who wish to refer themselves to The Matthew Project for support.

Our Drop-In service includes a needle exchange scheme for all substance users. Service users can return used injecting equipment, and obtain needle exchange packs or separate needles of varying sizes, syringes and sharps bins. We also provide: citric acid, vitamin C, disposable spoons, swabs and condoms.

We can offer advice and information about injecting practices, health-related issues such as blood borne viruses, referrals to prescribing agencies or just the opportunity to discuss people's situation and options.

Group Work

The team delivers support through a group work programme, initially aimed at offenders, but also includes others who are able to benefit from this intervention. Creative group work has been provided using art and music.

Counselling

Many service users want to stop using substances but do not think they can. They have often turned to drugs and alcohol to cope with issues like bereavement, feelings of rejection or abuse. Sometimes they are distressed, lost or do not feel that they have any value. Counselling assists them to address their issues and develop ways to cope without using drugs and/or alcohol. Counselling is provided by volunteer counsellors in a non judgemental, caring environment.

Carer's Work

Friends and relatives includes partners, parents, children, extended family, significant others and friends. These people, sometimes referred to as Carers, may feel considerable stress when a person close to them misuses drugs or alcohol. Relationships are affected, family stability is difficult to maintain and social lives are restricted. There may be financial hardship along with feelings of shame, guilt and the fear of stigma and discrimination. People will be affected differently and have different needs.

We can provide support and help to carers. This support may include someone to talk to on the phone or in person, information on drugs/alcohol, information about other services, counselling or e-mail contact. There is also a support group for friends and relatives. The aim is to offer informal friendly support and to share experiences.