

**Job Description**

Title: **Floating Support Worker (Substance Dependency). The MARC Project.**

Location: The Link, 10 West Street, Newtownards, BT23 4EN

Salary: £13.67 per hour

Hours of work: 30-36 hours per week negotiable.

Annual Leave: 25 days pro rata plus 12 statutory days pro rata

**BACKGROUND:** TheLink was established in Newtownards in1997 to address the needs of marginalised groups in the local area. The organisation currently employs 11 members of staff and has in excess of 45 volunteers working across a number of areas.

We work with some of the most socially isolated members of the local community. Our service provision includes:

* MARC Project – supporting adults with addictions, through the provision of a Floating Support Service, Drop-In Centre and Housing Support
* LYFE Young Parent Support work
* Senior Citizens Lunch Drop In
* English Language classes for refugees and asylum seekers.
* CAP Debt Centre

**The MARC (Making A Real Change) Project** aims to support adults who are facing the challenges of substance dependency, maintain their tenancies, prevent homelessness, reduce self-harm, promote abstinence and encourage independence. We operate within the Ards and North Down boroughs. The MARC Project seeks to empower individuals to make a real change in their lives, by assisting them to develop life skills and coping mechanisms and enhance their support networks.

**JOB OUTLINE:** To provide support for service users with substance related problems and to empower them to maintain their housing tenancies and lead independent lives.

**REPORTING TO: The Operations Manager**

**MAIN DUTIES:**

* Provide support, information and advice as required.
* Carry out assessments with potential and active service users.
* Support service users in determining their own needs.
* Support service users by being aware of their social, physical, psychological needs.
* Work towards specific outcomes.
* Coordinate the MARC Project daily Drop In
* Build good relationships with service users through home visits and regular contact.
* Promote self-belief and encourage self-advocacy while providing advice and support.
* Record service user contact accurately and ensure that records are up to date.
* Accompany service users to meetings, interviews, appeals etc.
* Liaise directly with staff in other statutory and voluntary organisations around referrals, support and resettlement issues.
* Represent The Link at meetings with statutory and non-statutory agencies.
* Provide cover in the absence of staff, as and when required.
* Adhere to the ethos, policies and procedure of The Link in all matters.
* Comply with Section 75 of the NI Act 1988.
* Undertake any other reasonable duties, as required.

## Qualifications and Experience

#### Essential

1. Good literacy and numeracy skills.
2. Good interpersonal skills.
3. Good oral and written communication skills.
4. Ability to work as a member of a team and on own initiative.
5. Competency in the use of Microsoft IT packages including Word, Excel and Outlook.
6. Full driver’s licence and access to own vehicle.
7. Adherence to the ethos of The Link.
8. Good health to be able to carry out the job.

#### Desirable

1. NVQ / QCF Level 2 in Health and Social Care or equivalent.
2. GCSE English and Maths Grade C or above.
3. An understanding of the community sector, particularly in relation to addictions.
4. Experience of person-centred support planning.
5. Experience of paid employment in a caring role or housing support role.