

Resolve

WHERE CHANGE BEGINS

Drug and Alcohol Key Worker (Multi-Site)

Recruitment Pack

January 2026



Welcome

Thank you so much for your interest in the role of Drug and Alcohol Key Worker (Multi-Site) at Resolve, I am delighted to be recruiting for this new position who will work across both our sites in Welwyn Garden City and Letchworth.

From an initial £500 grant in 2008, Resolve has grown and matured significantly. As we approach our 18th birthday in April 2026, we are entering a new chapter with a refreshed branding, an updated website, and an ambitious new strategic plan so this is an exciting and inspiring time to join us.

As a Key Worker you'll support people on their recovery journey by running group sessions, providing one-to-one support, and helping clients build confidence and access new opportunities.

We are seeking someone who has knowledge of substance misuse and recovery either through work, or through personal experience. Personal skills are as important as experience - the successful candidate will have great communication skills and the ability to build trust with people from all backgrounds.

I hope my enthusiasm for Resolve and for this role comes across. I have worked for Resolve for almost 12 years now and I am genuinely excited to welcome the right person into our team.

If you would like to discuss the role informally or arrange a visit, I would be very happy to hear from you.

Kind regards

Dean Norris, Recovery Services Manager

dean.norris@resolve.org.uk

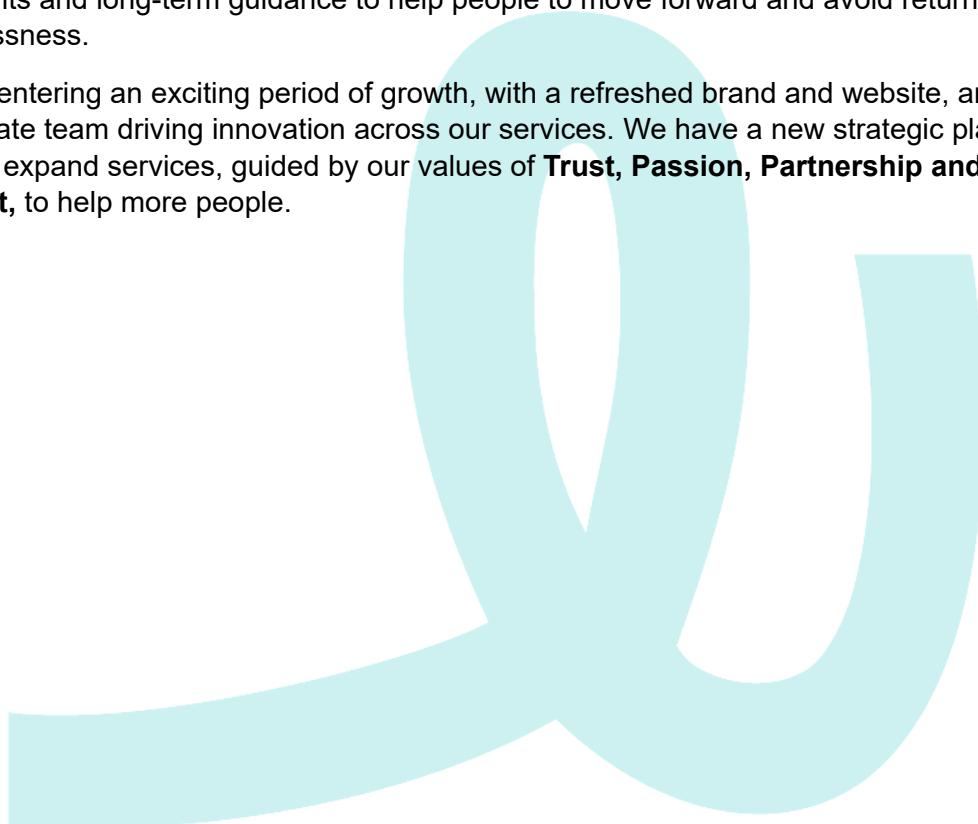


Introduction to Resolve

Resolve is a registered charity working across Hertfordshire to support people facing some of the most difficult challenges in life, substance misuse and homelessness. Our aim is to help individuals move towards stability and independence, building safe, positive and sustainable lives.

We deliver this through two main services. Our **Drug and Alcohol Treatment service**, based in Welwyn Garden City and Letchworth, provides abstinence-focused, psychosocial support for people seeking recovery. In addition, our **Restart Homeless and Rough Sleeping service** provides targeted rough sleeping outreach, supported accommodation for 14 tenants and long-term guidance to help people to move forward and avoid returning to homelessness.

We are entering an exciting period of growth, with a refreshed brand and website, and a passionate team driving innovation across our services. We have a new strategic plan which looks to expand services, guided by our values of **Trust, Passion, Partnership and Respect**, to help more people.





Resolve's Drug and Alcohol Treatment Service

"Attending Resolve literally saved my life.... I will be eternally grateful to Resolve. I can look forward to the future with hope and positivity." Resolve Client

Resolve delivers drug and alcohol treatment services from Welwyn Garden City and Letchworth for people who want to reach abstinence. Treatment includes group therapy, individual key work and professional counselling.

Group therapy: We run 12 groups every week, with each client committing to at least two sessions weekly over the course of a 16-week programme. Individuals gain knowledge about substance misuse, learn practical coping strategies, and develop the peer support networks that are vital to long-term recovery. For those in work or with daytime responsibilities, we also run evening sessions to ensure treatment is accessible to everyone.

Individual counselling: Clients can explore the deeper, personal challenges underpinning their substance use. With up to 48 weeks of free counselling from qualified practitioners, people have the time and safe space to work through trauma, mental health struggles, and the complex emotional drivers of addiction.

Key work: Every client is paired with a dedicated Key Worker and meets one-to-one every two weeks. These sessions focus on practical progress as well as emotional support, addressing immediate crises, monitoring health, and helping clients navigate wider challenges such as housing, employment or benefits. Key Workers are often the anchor that keeps people engaged through the inevitable ups and downs of their journey.

Together, these elements create a holistic, person-centred service, that is proven to give people the best possible chance of lasting recovery. Many clients repeat programmes or engage over 9–12 months. We accept referrals from partners and self-referrals, with typical appointments offered within 48 hours.

"Through Resolve's love, understanding and genuine care I now have something I haven't seen in many years. Hope." Resolve Client.

A joined-up approach: Resolve is a trusted partner within the Hertfordshire Drug and Alcohol treatment network. People can self-refer and we receive referrals from probation, community mental health teams and voluntary organisations. We collaborate closely with statutory and voluntary organisations through local forums and case reviews to ensure joined-up support.

Who we support: Resolve supports people from across Hertfordshire and the surrounding areas. Around 61% of our referrals relate to alcohol misuse and 39% to drugs, with some clients facing both issues. Our clients reflect the typical profile of people affected by substance misuse: 59% are men and 41% women, with the majority aged between 35 and 54.

Outputs 2024/25

- 350 individuals supported
- 564 group sessions delivered
- 284 hours of counselling provided
- 30 clients successfully complete the programme

Outcomes 2024/25

- 96% of our clients reported improvements in mental health and 77% reported better physical health
- 83% of our clients experienced enhanced overall quality of life
- 90% of our clients strengthened their relationships

Impact 2024/25

We carry out follow up phone calls with clients 3 and 6 months after treatment. We can demonstrate that our service continues to have a positive impact after clients have left our service.

After 3 months 15 clients were contacted:

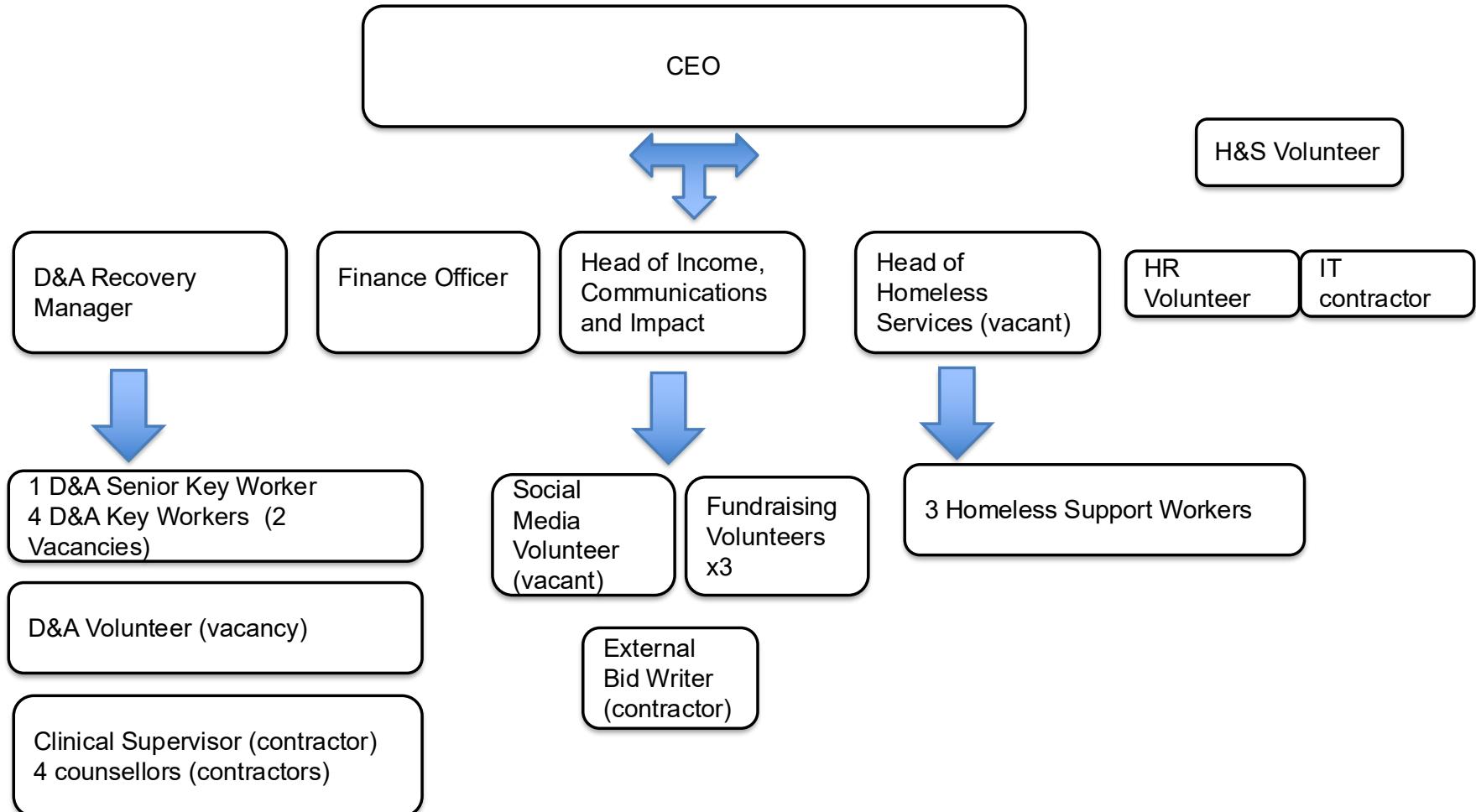
- 14 confirmed continued improvement in quality of life. 1 did not due to continued health issues.
- 14 reported improved confidence, self-esteem, resilience and wellbeing. 1 no due to continued health issues. Comments include that people like themselves more and have more self-belief.
- 13 maintained abstinence. 2 had an occasional drink.

After 6 months 7 clients were contacted. 2 could not be contacted:

- 5 confirmed continued improvement in quality of life. One person said that they now have their children back in their lives .
- 5 reported improved confidence, self-esteem, resilience and wellbeing but 1 with continued guilt .
- 5 maintained abstinence. 3 had an occasional drink.



Organisational Chart January 2026





Job description and Person Specification

Drug and Alcohol Key Worker (Multi-Site)

Salary: £25,400- £27,990 (pay award pending starting 1 April 2026)

Location: Welwyn Garden City and Letchworth, Hertfordshire

Hours: Full-time, 40 hours per week (including a 30 minute per day paid break). You will be expected to work one evening per week (either Monday or Wednesday until 7.30pm). On other days you will finish at 4.30pm and 4pm on Fridays. Flexible working considered

Holiday: 36 days annual leave including bank holidays

Contract Type: Permanent

Reports to: Recovery Services Manager

Deadline: 13 February 2026

Purpose of the Role

As a Drug and Alcohol Key Worker, you'll be at the heart of our team, working directly with people to support their recovery. You'll run group sessions and provide one-to-one support, helping each person build confidence, make positive changes, and access the opportunities they need.

We have a team of five Key Workers and one Recovery Services Manager, all focused on delivering vital services for the people we support. Two Key Workers are based at each of our sites, and this new post will work across both sites. In most weeks, that will mean a rota of three days at one site and two days at the other. Occasionally, you may be asked to 'float' between sites to cover staff absence and provide support where it's most needed.

Main Responsibilities

- Work with the team to design and deliver structured group programmes and one-on-one key work.
- Conduct initial triage and comprehensive assessments, identifying any additional needs for referrals.
- Manage your own caseload and provide ongoing support.
- Develop, implement and review client recovery plans and risk assessments.
- Maintain clear, concise, and accurate client records.
- Assist clients in accessing employment, training and education opportunities.
- Work flexibly and effectively as part of the team, sharing knowledge and assisting others.
- Liaise with other agencies and service providers for client referrals and service promotion.

Communication

- Handle incoming and outgoing communications responsibly.
- Promote the service and liaise with external partners.
- Attend internal and external meetings and events.

General

- Demonstrate Resolve's values of Trust, Passion, Partnership and Respect.
- Adhere to internal policies and external standards including health and safety, data protection and safeguarding policies.
- Engage fully in Resolve's appraisal system, training and learning opportunities.
- Contribute to the continual monitoring and evaluation of service provision.
- Work across both sites on a rolling rota. You may also be required to assist any other part of the organisation as the business requires.
- Perform other duties as required by line manager.

Person Specification

We're looking for someone who:

- Has knowledge (through work or life experience) of substance misuse and recovery.
- Can listen, communicate and build trust with people from all backgrounds.
- Brings empathy, enthusiasm and motivation to support people.
- Comfortable working one-to-one and leading group sessions (training can be provided).
- Can work well in a team and bring fresh ideas.
- Has good IT skills (Microsoft Office and client management systems).
- Is flexible and able to travel to both Welwyn Garden City and Letchworth on a regular basis.



Why Join Us?

This role is about making a real difference every day. What you can expect:

- **Impactful Work:** You'll see the direct results of your support in people's lives.
- **Supportive Team:** You'll be part of a caring, committed and compassionate team.
- **Growth:** We'll help you develop your skills and grow with us.

Benefits of working for us:

- **Flexible working options** to support a healthy work / life balance.
- **Access to professional clinical supervision** and support, helping you develop and maintain resilience in a challenging and meaningful role.

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- **Free parking** or costs reimbursed. Expenses for travel between sites compensated.
- **Enhanced 36 days annual leave** entitlement (including bank holidays).

At Resolve, we celebrate diversity and are committed to creating an inclusive and welcoming environment for all employees. We value people of all backgrounds, lived experiences and identities, and we actively encourage applications from individuals who can bring fresh perspectives to our work.



How to Apply

Send a CV and covering letter outlining how you meet the person specification to info@resolve.org.uk

If you would like to discuss the role informally, please contact Dean Norris, our Recovery Services Manager, at dean.norris@resolve.org.uk

Application deadline: Friday 13 February 2026

We look forward to hearing from you.



Contact details

Charity Number: 1199084

Registered Address: Resolve House, 70 Openshaw Way, Letchworth, Herts, SG6 3ER

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www.resolve.org.uk