



UTESEKSJONEN
HJELP NÅR DU TRENGER DET
TELEFON 913 03 913

Uteseksjonen comes under the Central and Greater Oslo division of the Agency for Social and Welfare Services, ASWS (City of Oslo Council). The service provides street-based outreach social work and healthcare targeting at-risk individuals and groups in the downtown area. Its remit includes substance-abuse and criminality harm reduction, as well as providing health and professional outreach support to individuals with substance-abuse and/or mental-health problems. Uteseksjonen targets individuals in all age groups but has a special emphasis on children and young adults up to the age of 25.

The easiest way to get in touch is to call our support line: 913 03 913

Mondays to Thursdays: 8am to midnight Fridays: 8am to 4am (nights)

Saturdays: 10am to 4am (nights) Sundays: 4pm to midnight

Fieldwork is practised through outreach patrols that go out every day year-round, as well as ongoing follow-up work. We identify and make contact with individuals who are perceived to be in danger of developing, or who already have, problems involving substance abuse and criminality. Our main aim is to make contact with and get an overview of individuals and groups of individuals, as well as to develop relationships and build trust.

Follow-up work is undertaken with an emphasis on availability, flexibility and working for change in partnership with clients, networks and other support services. It is a priority to lower the threshold to involving other support services through targeted referral.

Counselling services are available at our Maridalsveien 3 premises, open daily between 10am and 3pm. Clients and others we work with are welcome to come in person, with or without an appointment. We can help whether it's just to have a chat, get advice, or to undertake follow-up and teamwork.

Out of the Fog is a detox programme to reduce hash dependency, offered either individually or in groups to youth and adults in cooperation with city boroughs. We also work to build competence in reducing hash dependency within ASWS and city boroughs, as well as other services we work together with.

Confidentiality, trust and individual rights Our employees are legally obliged to maintain confidentiality except in cases where: we are legally bound to inform Childrens Services of a client's situation; we must inform social services of a pregnant woman with substance-abuse problems; we have to take action in emergency situations where life and health are in danger. We aim for the lowest possible threshold to making contact with our target groups and formal referral is not required. All involvement with Uteseksjonen is voluntary. Clients' participation in change processes, positive cooperation with networks and other support services, as well as documentation, are fundamental aspects of our work. All contact and services provided by Uteseksjonen are free.

Mapping, tracking and making contact with vulnerable groups in the city centre are fundamental to our fieldwork. We report to our internal administration and political leaders on changes and developing trends among groups in the downtown area. Uteseksjonen participates in centralised collaboration on these issues through *Sentrumssamarbeidet* (reducing open drug scenes) and *SaLTo* (local crime prevention in Oslo). We also contribute to knowledge sharing through learning activities and presentations to educational institutions and relevant partners.

Peer education and support amongst young people in Oslo city centre through youth group "Perspektiv" is a project facilitated by Uteseksjonen that aims to help young people help each other. The group has its own project leader.

Uteseksjonen comprises 37,5 positions (38 employees), split between 27 occupational therapists, 1 outreach psychologist, 3 outreach nurses and 3 professional consultants, in addition to a 4-strong administrative leadership team. All employees have a minimum 3-year social work or healthcare qualification on a Bachelor level. Many have relevant post-graduate qualifications or higher education at Masters level. We are a multicultural mix with employees with language skills not limited to Norwegian and English.

Leader: Børge Erdal borge.erdal@vel.oslo.kommune.no

Visiting address: Maridalsveien 3 (Bus No. 34 og 54. Disembark at Møllerveien bus stop)

Postal address: Maridalsveien 3, 0178 Oslo

www.uteseksjonen.no

[Facebook: Uteseksjonen i Oslo](#)

Support line: 913 03 913 Switchboard: 23 46 04 40 Fax: 23 46 04 69

E-post: postmottak.us@velferdsetaten.oslo.kommune.no

City of Oslo, Agency for Social and Welfare Services