



STAFF JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Team Leader – Harm Reduction (Temp 12 Months)
Grade/Salary Scale:	£24,944.30 - £28,036.008* (Includes a 7.5% Unsocial Hours Payment). *This post also qualifies for a £700 annual on call manager's allowance.
Reports to:	Operations Manager
Hours:	37.5

2. JOB PURPOSE:

The post holder will be an integral member of the Signpost Recovery management team, which, together, oversees, co-ordinates, develops and manages a range of integrated, community, prison and outreach based services to individuals experiencing serious drug and/or alcohol related problems, social exclusion or disadvantage.

Co-ordinate needle exchange, information, referrals and support for service users, parents/carers and communities including the co-ordination of mobile outreach needle exchange services.

To ensure the development of systems and processes which support engagement and retention in our harm reduction service whilst also promoting transitions and through care in terms of the appropriate use of universal support services.

To develop effective referral routes, partnerships and inter-agency working.

Co-ordinate and support the delivery of a range of community and outreach based interventions that support clients, community pharmacy colleagues and wider stakeholders.

The development and implementation of protocols, processes and procedures (e.g. screening, triage, assessment, care pathways/plans, assertive outreach, information sharing, etc.) whilst all the while assessing the impact on other aspects of Signpost provision and wider partners and stakeholders.

To support the senior management in promoting, developing and integrating the service within the local community, across localism and health and social care agendas, and with key stakeholders.

To lead, manage and develop your designated staff, volunteers and students in order to build a dynamic, creative, and competent team within a culture of continuous business and performance improvement.

To work collaboratively with services and service users, internally and externally, and to develop effective pathways, processes and interventions to support and motivate service users.

To work within a strengths-based, recovery-orientated, change and outcomes focused approach that promotes service users and our Forth Valley communities as responsible co-producers of health, well-being and recovery.

3. KEY DUTIES AND RESPONSIBILITIES:

SERVICE DELIVERY

1. To lead on the operational management of the Harm Reduction Service ensuring compliance with the service specification, contract objectives and outcomes reporting expectations.
2. To work flexibly across the whole organisation, including providing duty manager cover, late working and weekend cover as required by the exigencies of the service.
3. Oversee data collection, information management and communication systems.
4. To lead on ongoing developments of the Harm Reduction Service, through staged action plans, in line with local needs, organisational plans, Sexual Health/Blood Borne Virus Managed Care Network (BBV MCN) Steering Group requirements, Alcohol & Drug Partnership (ADP) delivery plans, national policy and best practice.
5. Ensure that the staff team are adequately supported, supervised and trained in order to maximise team performance and enhance individual learning; i.e. provide practice supervision, lead team meetings and act as a first point of contact in relation to client issues.
6. Provide support, advice, outreach, opportunities and a true partnership ethos to Community Pharmacy, Public Health and Hepatology Team colleagues.
7. Both undertake and supervise the administrative tasks relating to client work i.e. case note recording, telephone and written correspondence with clients, filing of current case files and completion of relevant forms e.g. monthly workload sheets, NEO, SMR forms and CarePartner.
8. Work to legislative, ethical, policy and procedural requirements including, but not limited to:
 - Signpost Recovery policies and procedures (Human Resources, Health & Safety and Operational);
 - Forth Valley Substance Misuse Services specific procedures, protocols, guidance and policies (Integrated Clinical Governance);
 - Signpost Recovery case management policies and procedures;
 - Scottish Social Services Council (SSSC) codes of practice for Social Service's Workers and Employers;
 - Other relevant policies and procedures that uphold best practice in respect of our response to both children and vulnerable adults.

9. Approach and address issues, alerts and complaints in such a way that it contributes to managing risk and supporting multi-agency Getting it Right for Every Child (GIRFEC) and/or vulnerable adult responses.
10. To manage and co-ordinate efficient and effective staff and resource deployment across the Forth Valley area, thus ensuring quality and customer focused services for harm reduction clients, which are accessible, consistent and seamless.
11. Use communication systems to good effect including email, social media, websites, meeting agendas and notice boards.
12. Embrace monitoring and evaluation systems including client evaluation questionnaires, Local Delivery Plan and waiting time information, outcomes information and the relevant quality assurance frameworks such as the National Quality Principles for substance misuse services.
13. Undertake other tasks as agreed through supervision and/or requested by the Operation Manager or General Manager, Signpost Recovery, including deputising for the Operations Manager where required.
14. Assist the Board and Senior Management of Signpost Recovery in the day-to-day running of our service provision by undertaking any reasonable request.

HEALTH & SAFETY (H&S)

1. To ensure all possible steps are being taken to account for the personal safety of both staff and service users during working hours.
2. Show leadership in terms of demonstrating care for the premises and work environment to promote effective and safer working practices.
3. To work within professional boundaries maintaining practice standards, safety and appropriate confidentiality at all times.
4. To make the Operations Manager, H&S Adviser and H&S representatives aware of any potential and/or actual difficulties arising from operational or staff management that are to the detriment of organisational or client H&S.
5. Adhere to all Signpost Recovery and where appropriate, NHS Forth Valley and local authority safety policies and procedures.

SUPPORT AND SUPERVISION

1. To support the Operations Manager in effective recruitment and retention of staff and volunteers.
2. To provide professional leadership through: first line management supports to your direct reporting staff; decision making; leading by example; maintaining appropriate expectations, culture and values; embracing and implementing change.
3. To ensure staff and service provision are delivered in compliance with the law, regulatory bodies and relevant national and local policies, standards and guidance, including the SSSC, Care Inspectorate, National Quality Principles, GIRFEC and Integrated Clinical Governance standards.
4. Keep up-to-date with developments and new initiatives in policy, public health, naloxone, drug related deaths, treatment and legislation that may have an impact on Signpost's provision of harm reduction services.
5. Participate in both supervision and appraisal sessions with the Operations Manager and ensure your adherence to mandatory training, continuous professional development (CPD) requirements and Personal Review & Development Plans (PRDP).
6. Provide supervision and PRDP to the Substance Misuse Worker (Harm Reduction), other accountable staff, Sessional staff and volunteers.

7. Respond to poor performance by the team and/or individuals and use the organisational processes to deal with unsatisfactory performance.
8. To ensure effective team functioning, good working relationships and a cohesive team.

GENERAL

1. Assist in the planning and delivery of existing, potential opportunities and actual new services and/or initiatives that will enhance opportunities, interventions and outcomes for harm reduction clients.
2. Adhere to the Signpost Recovery Equal Opportunities Policy with regard to both staff and service users of Signpost Recovery.
3. To not disclose to anyone other than in the proper course of your employment or where required by law, any information of a confidential nature relating to Signpost Recovery, its business, service users or stakeholders. This duty will continue to apply after termination of your employment. Guidance on the standards expected can be found in Signpost's Employee Handbook.

4. DIMENSIONS:

Responsibility for Staff

To contribute to the effective performance of all staff within and/or attached to the Harm Reduction Service, through effective coaching, mentoring and practice supervision underpinned by an adherence to current legislation and evidenced based practices.

Responsibility for Service Users

To support positive change in service users with a history of problematic substance misuse through the delivery of individual, group or tailored packages of care based on a care management approach, harm reduction type interventions and psychological/psychosocial interventions.

Responsibility for Resources

Lead on the day-to-day operation, governance and deployment of the Mobile Harm Reduction Outreach Vehicle.

Responsibility for Budgets

None

Responsibility for Reputation Management

To ensure the Harm Reduction Service is highly regarded by internal and external service users, staff, partners, service commissioners and/or monitoring officers and key stakeholders.

5. COMMUNICATIONS AND WORKING RELATIONSHIPS:

Internal: Openly communicate and work closely with and co-operate with your staff, colleagues, Senior Managers and where appropriate, Board Members in order provide a seamless, co-ordinated service for all our clients and stakeholders.

External: Work with colleagues, as appropriate, of other substance misuse, health and social care services and universal services involved in the provision of support, interventions and services to harm reduction clients, with the express purpose of enhancing the overall care, support and recovery package available to clients and stakeholders.

6. PERSON SPECIFICATION:

Qualifications:

- ✓ Educated to Diploma level (HND, PGDip) in addictions, health, social care or related subject;
- ✓ Post Graduate or equivalent qualification in an appropriate subject i.e. Counselling or Drug & Alcohol Studies;
- ✓ Evidence of continuous professional development.

Essential criteria:

- ✓ An understanding of the issues facing individuals affected by substance misuse, including carers and family members;
- ✓ Knowledge and experience of supervising staff, students and/or volunteers;
- ✓ An advanced-level qualification in or extensive experience of working with Microsoft Office applications including Excel, Word, Access and PowerPoint;
- ✓ An excellent knowledge of performance and outcome measures within the context of the substance misuse sector;
- ✓ Experience of maintaining databases and other data management systems.
- ✓ Demonstrable experience in contributing to the development and improvement of services
- ✓ Experience of working within a multi-agency framework and the ability to build and maintain effective stakeholder relationships;
- ✓ An understanding of the importance of service user and stakeholder feedback in evaluating the performance of services so as to enable service improvement;
- ✓ Demonstrate an understanding of Equal Opportunities and how this informs strategies in respect of harder to reach populations;

- ✓ An understanding of the need to maintain accurate records in line with the Data Protection Act (1998) and experience of applying information management protocols.

And the ability to:

- ✓ Maintain professional boundaries with professionals, colleagues, staff and service users at all times;
- ✓ Communicate confidently and effectively, both verbally and in writing to a range of different audiences;
- ✓ Analyse complex or high-volume data quickly and accurately to produce clear, succinct and informative performance reports that highlight key areas of success, identify problems and provide solutions;
- ✓ Support staff, colleagues and senior managers to ensure that service aims are met and be able to respond to unanticipated challenges that may impact upon service delivery;
- ✓ Be a member of a management team and contribute to organisational objectives;
- ✓ Manage time and workload, work autonomously and consistently meet tight deadlines;
- ✓ Show Employ an empathetic and recovery orientated attitude towards service users that demonstrates a commitment to facilitating positive outcomes for service users through continuous service improvement.

Desirable criteria:

- ✓ Knowledge of our Forth Valley demographics, geography and services.

Critical Points of Note

- 1. This post involves travel within the Forth Valley geographical area.**
- 2. Furthermore, as a condition of your employment, you will be asked to complete a Protection of Vulnerable Groups (PVG) application form to**

either join the scheme or to apply for a scheme record update. The Protection of Vulnerable Groups (Scotland) Act 2007 (the Act) provides for a scheme whereby individuals with a known history of harm can be prevented from doing work with children and / or protected adults.

3. The Employers right to an amendment; is such, that this Job Description and Person Specification accurately represents' the present requirements, governance, qualifications and experience required for the post. However, contractual, legislative or clinical governance changes may require that it is reviewed, amended and updated accordingly. Any changes will be subject to the appropriate consultations with the post holder.

7. JOB DESCRIPTION & PERSON SPECIFICATION – AGREED BY POSTHOLDER

I hereby understand and agree to the information contained within this document.

Signature of post holder:Date.....

Signature of employing officer:Date.....