**The Forward Trust Job Description**

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| **Position Title** | Night Support Worker | **Reports to** | Lead Night Support Worker |

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| **Introducing Forward Trust** |

We are Forward, the social enterprise that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

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| **Role/Team Overview** |

The Bridges is Forward’s residential substance misuse treatment centre in Hull for people of all genders over the age of 18 years, who have committed to remain abstinent from drugs and alcohol.  We provide a structured 3- 6 month treatment programme based on the 12-step principles of Alcoholics and Narcotics Anonymous which incorporates Motivational Enhancement Therapy (MET) and the “Seeking Safety” approach.

This programme has proven successful in giving dependent substance users the skills, attitudes and behaviour change to maintain abstinence and develop long term sustainable recovery.

The Night Support Worker will be part of a ‘3 on 3 off rota’, working a minimum of 33 hours per week, to provide waking night cover for the unit; providing general support to individuals accessing treatment at the Bridges as part of a 24/7 residential rehabilitation unit, including providing service users with access to their medications, providing brief individual interventions and facilitating some structured interventions during the evenings.

As a lone-working role, the post holder will be required to work on their own initiative, utilising the on-call support functions as necessary.

Attention to security, health and safety and risk will be key aspects of the role.

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| **Accountabilities** |

**Strategy**

* The role requires an understanding of the therapeutic needs of residents but also their wider holistic recovery needs that will help them to maintain the progress they make in intensive residential treatment when they return to the community.
* Keeping quality at the centre of all delivery ensuring end to end care coordination and recovery plans that meet individual needs
* Be part of a culture of continuous improvement and learning and suggestions for service development, and as part of this process suggesting cost savings and/or efficiencies when they become apparent

**Service Delivery**

* Supervise and record service users’ self-administration of prescribed medications
* Communicate client information within established written and verbal communication systems
* Carry out drug and alcohol testing as required as part of the therapeutic regime
* Follow processes and procedures to ensure the safety and security of clients and overall site
* Support residents to maintain boundaries and meet behaviour expectations
* Ensure that curfews and lights out times are met.

**Performance Management**

* Maintain the boundaries and therapeutic containment of the unit during the evenings.
* Ensure ‘check-out’ sessions are facilitated to the standard required by Forward and in accordance with any relevant manuals.
* Actively engage in supervision sessions, making full use of the support available.
* Actively engage in team meetings and training as required.

**Departmental Management**

* Be in the unit at all times whilst on duty and immediately available to meet the needs of the unit as required.
* Observe and report any unusual or unacceptable behaviour through Nebula and Ulysses systems and verbal and written handovers.
* Hand over all relevant information both verbally and in writing to the next shift.
* Provide access to the medications of clients as per policies and procedures.
* Contribute to the overall smooth running of the service by being proactive and solution focused.

**Quality and Safety**

* Ensure the security of the building and residents.
* Inform the on-call person of any relevant information/incidents as per policies and procedures.
* Maintain health and safety and fire regulations.
* Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
* Alert the Treatment Manager to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all Forward’s policies and procedures and encourage others to do the same.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Treatment Manager and (where appropriate) the Head of Governance, in accordance with Forward’s risk management protocols.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Carry out the second signatory process and oral swab testing in services where this is required.
* Keep up to date technically on all relevant matters and strive for continuous professional development.

**Administration**

* Keep up to date with internal and external email communication
* Ensure written handover documents are accurately written up by the end of each shift.
* Complete any necessary Nebula notes by the end of each shift
* Record any incidents using the Ulysses system

**Systems and Policy**

* Work towards Forward’s mission and values within current policies and good practice
* Use IT efficiently to support your role.

**Other**

* Take on other reasonable tasks and responsibilities as deemed appropriate by Line Manager

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| **Person Specification** |

**Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.**

**Essential**

**Knowledge, Skills and Experience**

* Experience of administering medications
* Good IT and communication skills
* Good observational and reporting skills.
* Ability to work alone using own initiative.
* Understanding of and commitment to the principles of equality and diversity, confidentiality, health and safety.
* Ability to engage effectively with the client group, including holding strong professional boundaries, conflict resolution and working with challenging behaviour.

**Desirable**

**Knowledge, Skills and Experience**

* A thorough knowledge of and commitment to the 12-step process of recovery from addiction.
* Experience of providing services to people within the criminal justice system.
* Experience of working in a residential rehabilitation setting or similar.
* Experience of delivering therapeutic groups.

**Qualifications**

* HCA level 2 or equivalent.
* A Certificate in Food Safety and/or Food Hygiene.

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| **Forward’s Mission and Values** |

**Our vision**:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

**Our mission**:

Is to bring lasting change to people’s lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

**Our values**:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

**Empowering:** We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.   
 **Collaborative:** We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.   
  
**Expert:** We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.   
  
**Courageous:** We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it’s needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.   
  
**Innovative:** We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

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| **Competencies** |

**Self-Awareness/Management:** Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

**Relationship Building:** Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

**Effective Communication:** Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

**Honesty and Integrity:** Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honouring confidentiality and always acting in a manner consistent with the values of Forward.

**Open to Change:** Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

**Positive Attitude:** Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

**Commitment and Accountability:** Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

**Creativity and Innovation:** Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for Forward.