

The Forward Trust Job Description

Position Title	Health & Wellbeing Coordinator	Reports to	Service Manager and Team Leader
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Specialist Role

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.

Role/Team Overview

Our services are designed primarily to deliver psychosocial drug and alcohol interventions and treatment programmes for service users that are identified as having an alcohol or drug problem. In addition we will work closely with our healthcare delivery partners to support all elements of the Stoke Heath Integrated Care (SHIC) service. The role is vital in improving the links between the integrated service and the service users within the prison.

As the Health and Wellbeing Coordinator you will support the service manager's and the prison to champion SHIC and train service users to become Health and Wellbeing Champions (HAWCs). HAWCs will be quipped to deliver peer-led interventions and support across all wings of the prison.

You will be responsible for contributing to the targets set by The Forward Trust, our consortia partners and the local commissioners, providing supervision, training and guidance to our Health and Wellbeing Champions (HAWCs) and staff together with supporting the wider service and management team. One of the key targets will be measuring outcomes, so co-operative working relationships with our partner agencies and key stakeholders is vital to this role.

Accountabilities

Strategy

- Take an active role in the implementation and achievement of team objectives.
- Work closely with Service users to train them to become HAWCs and to provide the support and supervision and guidance they require.
- Work in partnership with all management / staff in responding effectively to any incidents that take place involving HAWCs.
- Develop supportive relationships with supervisees and other colleagues in SHIC.
- Build strong relationships with, and makes full use of the support offered by, Line Management and Head Office functions.

- Support the service's managers across SHIC in developing relations with key stakeholders.
- Develop and promote the HAWCs across the establishment.

Service Delivery

- Ensure that HAWCs are receiving the relevant training, supervision and support across all elements of SHIC.
- Create and maintain effective, immediate intervention strategies for behaviour incidents.
- Co-ordinate the delivery of health and well-being and pre-release interventions to address holistic recovery needs across all elements of SHIC.
- Ensure that programmes are delivered in accordance with the needs of the service users, are audit and are CQC compliant and meet contractual obligations.

Performance Management

- Proactively approach integrated ways of working to support and adopt a multi-disciplinary approach.
- Manage resources effectively in order to meet targets and deadlines in accordance with contractual standards.
- Encourage a positive working environment by positive role modelling and sharing good practice within the team.
- Compile the programmes, HAWCs and staff rota and share with all Service Managers within SHIC.
- Adopt a reflective practice and make use of supervision to identify areas of strength and personal development needs.

Quality and Safety

- Engage with regular 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 Service Manager to any significant risks or problems arising in the course of managing and monitoring the services.
- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.

Administration

- Ensure case management/programme documentation is maintained to the expected audit standards.
- Ensure data capture forms are submitted in a timely manner in order to reflect outcomes on NDTMS.
- Complete and maintain care plans and assessments to the required standards.
- Provide reports on outcomes to the service.

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

Skills and Experience

- Experience of working within the substance misuse services.
- Carry out comprehensive assessments, designing and implementing SMART care plans.
- Experience of delivering structured interventions to service users.
- Experience of facilitating groups.
- Using motivational interviewing techniques in both 1:1 and group settings.
- Knowledge of Safeguarding
- Experience of promoting and supporting Equality and Diversity
- The use of strong IT skills to support case management.
- Experience of providing training and supervision to Peer Supporters.

Qualifications

- A Diploma in Health & Social Care or equivalent.
- Possession of a recognised counselling qualification, or about to start or ongoing attendance on a recognised counselling course.

Desirable

Knowledge, Skills and Experience

- Previous experience of providing supervision, appraisals, guidance and constructive feedback to supervisees.
- Experience of working within the community and/or criminal justice sector.
- Knowledge of community support services
- Experience of providing counselling services to service users, or those with drug or alcohol problems
- Personal experience of addiction/imprisonment (Addicts in recovery should have at least 3 years clean time. Ex-prisoners should have been released at least 5 years ago).
- Utilising clinical supervision.

Qualifications

- Any qualification in substance misuse.
- A supervision and appraisal qualification.

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.