

The Forward Trust Job Description

Position Title	Team Leader – Hull Renew	Reports to	Regional Manager
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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.

Role/Team Overview

Working within a community-based treatment setting to provide support to drug and alcohol users aged 18 and over (dependent on service). Services are designed to deliver an integrated combination of treatment interventions to meet the holistic needs of service users in the community-this includes clinical, psycho-social and wellbeing interventions for Service Users in the community that are identified as having an Alcohol or drug problem. Services will deliver client centred treatment using both harm reduction and abstinence based treatment approaches depending on the requirements of the individual client. You will be required to manage a caseload, provide appropriate harm reduction advice and guidance, carry out assessments, care plans and deliver structured 1:1 and group-work sessions including structured treatment programmes. You will use your expertise in these tasks to support and develop your direct reports. You may on occasion be required to complete urine and oral swab testing to support clinical treatment. Through care and integration with other services such as GPs, Hospitals, Mental Health services, Housing, Employment, Health Trainers, Probation, Police and Social Services you will help support clients through their changing lifestyle and aid them in preparing for the future.

As a Team Leader you will be responsible for working with the Regional Manager to ensure the service is performing according to the KPIs and outcome indicators set by the commissioner and the Forward Trust. This also applies to compliance with CQC standards. You will be providing supervision, training and guidance to practitioners and supporting the service management team. One of the key targets will be measuring outcomes, so co-operative working relationships with other partner agencies is vital to this role.

Some flexibility of delivery may be required within the role which may include evening/weekend shifts depending on the individual service. You may also be required with reasonable notice to travel to other projects in your area to deliver services, enabling continuity of care for the client group.

Accountabilities

Strategy

- Take an active role in the implementation and achievement of team objectives
- Develop supportive relationships with supervisees and other colleagues in the service.

- Build strong relationships with, and makes full use of the support offered by, Line Management and Head Office functions.
- Communicate all new developments to all members of your team.
- Support Operational Managers in developing relations with key stake holders
- Set team and individual objectives to implement and achieve strategic objectives

Service Delivery

- Be highly-skilled in carrying out risk, initial and comprehensive assessments allowing you to guide direct reports in their performance using best practice.
- Use your extensive knowledge and experience to aid direct reports with their ability to develop and carry out interventions relevant to individual client need including 1:1 sessions and group work/programme facilitation.
- Coach direct reports to contribute to the through care needs of service users, supporting them to plan for their changing lifestyle and engage with outside organisations which are appropriate to their needs.
- Ensure that case management interventions in direct reports are delivered in accordance with the needs of the service users, audit and are CQC compliant.
- Ensure that group work and all psycho-social interventions and programmes are delivered in accordance with the needs of the service users, are audit and CQC compliant and meet contractual obligations

Performance Management

- Provide regular supportive supervision sessions to practitioners within the service taking into account any continued professional development needs they may have.
- Ensure all interventions are delivered to the required standards by facilitating observed practice sessions to practitioners and providing constructive feedback in a timely appropriate manner.
- Support and monitor supervisees to manage their caseload effectively, making sure that clients are prioritised appropriately and seen in a timely manner.
- Meet required KPI's to corresponding deadlines, as set out by the Regional Manager.
- Review ongoing care and treatment liaising closely with other agencies.
- Ensure poor performance and team dynamics are managed appropriately creating positive working environments which encourage employee engagement to optimise the performance of services.

Departmental Management

- Proactively approach integrated ways of working 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 service diary and manage the resources across the team with the Operational Managers to ensure there is adequate cover of hubs and satellites
- Deputise for the Operational Managers as required and ensure effective management of the service for which you are responsible.

Quality and Safety

- 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 Regional Manager to any significant risks or problems arising in the course of managing and monitoring the services.
- Abide by all Forward Trust'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 Regional Manager and (where appropriate) the Head of Governance, in accordance with The Forward Trust'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.
- Keep up to date technically on all relevant matters and strive for continuous professional development.

Administration

- Ensure practitioners and all direct reports are using the case management system in the appropriate manner-ensuring records are up to date and all key milestones for clients are met such as TOPS, care plan reviews, medical reviews and risk assessments and that documentation is maintained to the expected audit standards.
- Ensure direct reports have all client data up to date so that data is accurate for reporting purposes on NDTMS and KPI data. .
- Ensure direct reports complete and maintain care plans and assessments to the required standards.
- Provide reports on outcomes to the service as required.
- Manage staff/Apprentice files and information via Cascade

Systems and Policy

- Work towards Forward's mission and values within current policies and good practice

- Ensure that joint working policies are implemented and agreed with all relevant departments.

Other

- Undertake any other duties that may from time to time reasonably be requested.

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

- Flexibility to meet the needs of the service as it develops.
- A positive problem solving approach with the ability to focus on key issues quickly and clearly.
- Experience of managing within community substance misuse services.
- Carry out comprehensive assessments, designing and implementing SMART care plans and training staff in how to deliver these to the correct standard.
- Experience of delivering structured interventions to service users and passing this knowledge onto direct reports.
- Experience and knowledge of the range of psychosocial interventions we offer and how they benefit the client group we work with, and be able to pass this onto direct reports, peer mentors, volunteers and apprentices.
- Using motivational interviewing techniques in both 1:1 and group settings, and with direct reports.
- The use of strong IT skills to support case management.

Qualifications

- A Diploma in Health & Social Care or equivalent.
- Possession of a recognised management qualification or working towards one.

Desirable

Skills and Experience

- Previous experience of providing supervision, appraisals, guidance and constructive feedback to supervisees.
- Experience of working within the criminal justice sector.
- 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).
- Previous experience of working within a community-based treatment setting.
- Previous experience of working in a range of therapeutic approaches from abstinence-based treatment to harm minimisation approaches.
- Utilising clinical supervision.

Qualifications

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

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.

Competencies

Leadership:

Adopts a leadership style that challenges and motivates the team(s) to achieve objectives. Capable of motivational leadership that stimulates others to challenge their own thinking, using their initiative to make a fuller contribution.

Strategic development:

Links Forward's business plan to daily work; develops strategic goals and plans that expand the influence of Forward within her/his sphere of operation.

People, Performance and development:

Takes responsibility for employee's performance by setting clear goals and expectations, tracking process against goals. Ensures employees receive regular supervision and feedback, addressing performance problems and issues promptly.

Managing Quality:

Demonstrates a genuine commitment to the maintenance of quality and compliance within the teams activities; encourages best practice across all of their teams procedures and actions; watchful for any breach of standards or actions that would compromise Forward's statutory obligations and reputation.

Delivering Results:

Consistently achieves measurable goals and targets set by others or oneself. Engages in the committed pursuit of agreed goals; concentrating on important priorities. Always mindful of the value of an activity or task.

Managing Change:

Demonstrates support for innovation and for organisational change; initiates, sponsors and implements organisational changes; successfully helps others accept and manage organisational change; overcomes potential resistance conflicting expectations and controversy.