



The Forward Trust Job Description

Position Title	Team Leader	Reports to	Service Manager
Location: HMP Onley			

Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and 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 an Integrated Healthcare framework 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 (PPG) to support all elements of the integrated Care service at HMP Onley.

Services will deliver client centred treatment using both harm reduction and abstinence based treatment approaches depending on the requirements of the individual client.

As a Team Leader you will be responsible for contributing to the targets set by Forward and the local commissioners, providing supervision, training and guidance to practitioners and supporting the unit. You will also serve as deputy to the Service Manager in their absence.

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 cluster 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 unit.
- 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 the Service Manager in developing relations with key stake holders
- Set team and individual objectives to implement and achieve strategic objectives

Service Delivery

- Carry out assessments risk/initial/comprehensive to inform treatment journeys.

- Develop and carry out interventions relevant to individual client need including 1:1 sessions and group work/programme facilitation.
- Develop and contribute to the through care needs of service users, supporting them in the development of release plans which are appropriate to their needs.
- Ensure that case management interventions are delivered in accordance with the needs of the service users, audit and are CQC compliant.
- Ensure that programmes are delivered in accordance with the needs of the service users, are audit and are CQC compliant and meet contractual obligations
- You may be required to complete second signatory duties and oral swab testing to support clinical treatment. Through care and integration with other services such as Housing, Employment, Gym, Healthcare, Probation and external Drugs Intervention Teams are an essential element of the work to prepare for release.
- You will be required to manage a caseload, provide appropriate harm reduction advice and guidance, assess, care plan; deliver structured 1:1 and group-work sessions including structured treatment programmes if relevant to the unit you are working in.

Performance Management

- Provide regular supportive supervision sessions to practitioners within the unit 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 Service 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 rota and share with all colleagues in the team.
- In the absence of the Service Manager, oversee and ensure effective management of the unit 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 Service 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 Service 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.
- Keep up to date technically on all relevant matters and strive for continuous professional development.

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.

Systems and Policy

- Use IT efficiently to support you role.
- Ensure you have agreed working protocols set between multi-disciplinary agencies and share information appropriately.

Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by the Service Manager

Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
E	Essential Criteria
D	Desirable Criteria
Criteria Measure	
A	Application
I	Interview
T	Test

Knowledge, Skills and Experience		
Experience of working within the substance misuse services.	E	A/I
Carry out comprehensive assessments, designing and implementing SMART care plans.	E	A/I
Experience of delivering structured interventions to service users.	E	A/I
Experience of facilitating therapeutic groups.	E	A/I
Using motivational interviewing techniques in both 1:1 and group settings.	E	A/I
The use of strong IT skills to support case management	E	A/I
Previous experience of providing supervision, appraisals, guidance and constructive feedback to supervisees.	D	A/I
Experience of working within the criminal justice sector.	D	A/I
Experience of providing counselling services to prisoners, or those with drug or alcohol problems	D	A/I
Previous experience of working within a prison setting.	D	A/I
Previous experience of working in a 12 step primary care programme.	D	A/I
Utilising clinical supervision.	D	A/I
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	
Adaptability – Can work in fast-paced changing environments	E	
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	
Team Work – Works in harmony with colleagues to deliver results	E	
Open to Feedback - Open to constructive feedback in order to further develop	E	
Innovative – Continually searching for better ways of working	E	
Qualification		
A Diploma in Health & Social Care or equivalent.	D	
Possession of a recognised counselling qualification, or about to start or ongoing attendance on a recognised counselling course.	D	

Any qualification in substance misuse	D	
A supervision and appraisal qualification	D	