



The Forward Trust Job Description

Position Title	Continuity of Care Coordinator (London Prisons)	Reports to	Project & Partnership Development Manager
Location: HMP Brixton			

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

The Continuity of Care Coordinator will lead on embedding and driving improvements within London Prisons, conducting data audits, liaising with local authorities to improve pathways of referrals and implementing continuity of care meetings with community substance misuse service providers to build relationships. The postholder will regularly review data and ensure clear channels of communication between the prison and the community are in place to support effective transition of care for service users.

The Continuity of Care Coordinators key activities will include:

- Conducting monthly release audits ensuring Service Users are appropriately discharged on NDTMS, and that any data errors are rectified.
- Conducting pre-release audits ensuring communication has been made with the community teams in preparation for release, ensuring alerts forms have been sent and that the community teams are aware of the individuals due for release.
- Engaging with key local authority community teams, ensuring joint working protocols are in place and signed, and ensuring our teams have up to date information on service offers.
- Establishing continuity of care forums and chairing relevant meetings, recording accurate minutes and actions where necessary
- Providing progress updates to managers and teams on continuity of care performance, sharing best practise etc.
- Being a SPOC for community prison in reach workers - supporting them to draw keys in establishments and overcoming any barriers identified in relation to conducting pre-release reviews.
- Leading on any regional NDTMS and other relevant audits as required.

- Supporting with coordinating any release fairs or events within the establishment.
- Regularly reviewing the continuity of care best practise framework, ensuring it remains up to date and reflects changes in guidance.
- Supporting the development of strong community partnerships that increase continuity of care outcomes
- Working closely in partnership with Health and Justice colleagues, NHSE and OHID playing a central role in the implementation of commissioning projects and initiatives to improve continuity of care

This role will be based on site working as part of the substance misuse team at: **HMP Brixton**. HMP Brixton is a dynamic and forward-thinking prison which accommodates a diverse and complex population of individuals both sentenced and/or remanded from courts across London. Services are designed to deliver psychosocial interventions and accredited group programmes.

Whilst based mostly at Brixton, this role will work across Forward Trust services in London as part of the region, this will include HMP Wormwood Scrubs and Heathrow IRC. *Travel between these sites will be required with reasonable travel expenses will be covered by the organisation.*

Accountabilities

Strategy

- Develop effective communication and referral pathways with community based services, including substance misuse and any other relevant health and justice agencies contributing to improved continuity of care
- Liaise with medical services, where appropriate, to ensure service users have access to any necessary medical care upon release and scripting arrangements for ongoing treatments
- Provide advice and support to the Health and Wellbeing practitioners in their area in order to ensure effective continuity of care for each service user
- Develop links with other relevant agencies that offer aftercare support across England ensuring service users have access to appropriate support post-release regardless of their area of release.
- Provide, where appropriate, addiction education and harm reduction information to service users who require it to avoid risk of overdose on release.
- Participate in all staff meetings, support sessions, case conferences and supervision sessions as required by the line manager.
- Support the team to organise service user events like the reunion, focus groups, surveys, etc., as required.

Service Delivery

- Undertake assessments of service users in prison, to co-facilitate pre-release groups in order to develop comprehensive release plans for our service users.
- Liaise with drug treatment providers in the community, ensuring clear care pathways for service users leaving custody.
- Provide, where appropriate, addiction education and harm reduction information to service users who require it to avoid risk of overdose on release.

- Ensure ongoing treatment needs are met by community providers where service users are accessing medically assisted treatment e.g. arrangements made for FP10s
- Ensure relevant signposting and onward care for unplanned release arrangements are communicated to all relevant including service user where possible
- Conduct data matching meetings with community providers
- Coordinate and deliver relevant continuity of care forums, taking minutes and actions where necessary
- Lead in implementation of new projects and initiatives to improve CoC rates or transition of care between prison and community services

Performance Management

- Ensure all interventions (groups and one to ones) are facilitated and carried out to the standard required by Forward.
- Meet required KPIs corresponding to deadlines, as set up by your line manager set in your supervisions and appraisal.
- Plan and manage your workload effectively, prioritizing appropriately according to business needs and ensuring project and deliverables are achieved in a timely manner.
- Proactive engagement with other agencies and teams in Forward.

Departmental Management

- Proactively approach integrated ways of working support and adopt a multi-disciplinary approach
- Meet targets and deadlines in accordance to contractual standards
- Contribute to the Department targets.
- Actively contribute to team meetings.

Quality and Safety

- To ensure quality standards are maintained in the delivery of the service.
- Abide by 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.
- Ensure the department effectively and efficiently collect, record and collate information, including statistical data, for audit, research and reporting purposes.
- 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.
- To maintain working protocols with the prison teams.

Systems and Policy

- Use IT to support your role
- Follow Forward policies
- Ensure you have agreed working protocols set between multi-disciplinary agencies and share information appropriately.
- Work towards Forward's mission and values within current policies and good practice

Administration

- Record data on service users release and produce reports both monthly and weekly
- Write comprehensive and relevant release care plans for our service users and record daily interaction with service users on relevant case note systems (S1, Nebula, NOMIS etc.)
- Support the Recovery support team in head office by keeping an up-to-date list of resources of agencies available in their local community, such as housing options, drug agencies, NA/AA meetings, sponsors, DIP teams, etc.
- Ensure minutes of meetings are recorded accurately with clear objectives/actions

Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by Line 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 business administration or project management	E	A/I
A thorough knowledge of Criminal Justice services	E	A/I
An understanding of the issues faced by those experiencing substance misuse treatment	E	A/I
Experience of providing interventions within a substance misuse service or other relevant healthcare setting	D	A/I
Managing own workload effectively to deadlines and targets.	E	A/I
Experience of Multi-disciplinary working including community based agencies	E	A/I
Good organisational and communication skills.	E	A/I

Good organisational and administrative skills, including IT skills.	E	A/I
The ability to set and hold sound professional boundaries.	E	A/I
Understanding of and commitment to, the principles of equal opportunity and service user confidentiality	E	A/I
Personal Attributes		
Proactivity – Quick thinking with a high level use of initiative	E	A/I
Resilience – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
Adaptability – Can work in fast-paced changing environments	E	A/I
Confidence – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
Team Work – Works in harmony with colleagues to deliver results	E	A/I
Open to Feedback - Open to constructive feedback in order to further develop	E	A/I
Innovative – Continually searching for better ways of working	E	A/I
Qualification		
Level 3 qualification in either business administration or project management or relevant experience	E	A/I