



## The Forward Trust Job Description

Position Title	Regional Programme Team Leader	Reports to	Service Manager
Region: HMP Highdown / Surrey			

### 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.

The Forward Trust provide both clinical and psychosocial Substance Misuse Services across Surrey Prisons in partnership with NHS Trust healthcare providers. Each service operates a Health and Wellbeing framework taking a trauma informed and gender responsive approach to delivery of a wide variety of interventions and integrated pathways tailored to meet specific needs of each prison and individual service users.

### Role/Team Overview

You will be based on site working within a team that have a broad skills mix providing recovery-orientated Health and Wellbeing Services to service users aged 18. Your base will be HMP Highdown, however there is expectation to provide the service to other establishments across the Surrey region. Services are designed to deliver clinical treatment, psychosocial interventions and accredited group programmes for those held in prison that are identified as having an alcohol or drug issues.

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, provide appropriate harm reduction advice and guidance, assess, care plan; deliver structured 1:1 and group-work sessions including structured treatment programmes. You may be required to complete second signatory duties and oral swab testing to support clinical treatment.

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, 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 weekend shifts depending on the individual service. There is an expectation to travel to other sites in the cluster to deliver structured treatment programmes.

## Accountabilities

As a Team Leader, you will be responsible for contributing to the targets set by The Forward Trust and the local commissioners, providing supervision, training and guidance to Programme staff and supporting the service and management team. You will also carry out practice reviews, file checks and other mechanisms to ensure compliance with quality standards.

### Strategy

- Take an active role in setting, 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
- Lead on effective communication within the team and encourage feedback
- Develop good working relationships with key stakeholders in partnership with the Service and Regional Managers
- Ensure that programmes are delivered across the region where there is a need and cohort in place
- Set team and individual objectives to implement and achieve strategic objectives

### Service Delivery

- Co-ordinate the delivery of recovery and well-being and pre-release interventions to address holistic recovery needs across all the projects
- Ensure that programmes are delivered in accordance with the needs of the service users, are audit and CQC compliant and meet contractual obligations
- Carry out assessments risk/initial/comprehensive to inform treatment journeys

### 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.
- Compile the programmes and share with all Service Managers within the region.
- Support and monitor the team to manage their caseload effectively, making sure that clients are prioritised appropriately.
- Meet required KPI's and targets to corresponding deadlines, as set out by the Service Manager
- Adopt a multi-disciplinary approach and proactively promote integrated ways of working.
- Ensure poor performance and team dynamics are managed appropriately creating positive working environments which encourage employee engagement to optimise the performance of services.

## **Quality and Safety**

- Engage with regular programmes 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
- 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.
- 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.

## **Administration**

- Ensure all 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 services

## **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 substance misuse services	E	A/I
Experience of direct line management and/or providing supervision, appraisals, guidance and constructive feedback to supervisees	E	A/I
Experience of carrying out comprehensive assessments and the design and implementation of 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
Use of motivational interviewing techniques in both 1:1 and group settings	E	A/I
Experience of promoting and supporting Equality and Diversity	E	A/I
The use of strong IT skills to support case management	E	A/I/T
Experience of working within the community and/or criminal justice sector	D	A/I
Knowledge of community support services	D	A/I
Experience of providing counselling services to service users, or those with drug or alcohol problems	D	A/I
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)	D	A
Experience working within a prison setting	D	A
Previous experience working in a 12 step care programme, utilising clinical supervision	D	A/I
Personal Attributes		
<b>Proactivity</b> – Quick thinking with a high level use of initiative	E	I
<b>Resilience</b> – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	I
<b>Adaptability</b> – Can work in fast-paced changing environments	E	I
<b>Confidence</b> – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	I
<b>Team Work</b> – Works in harmony with colleagues to deliver results	E	A/I
<b>Open to Feedback</b> - Open to constructive feedback in order to further develop	E	I

Qualification		
A Diploma in Health & Social Care or equivalent	E	A
Possession, or working towards a recognised counselling qualification	E	A
Relevant qualification to the field of mental health or substance misuse	D	A
A supervision and appraisal qualification	D	A