**Integrated Support Worker**

**Role/Team Overview**

Clouds House is one of Forward’s residential substance misuse treatment centres in East Knoyle, Wiltshire. Clouds House delivers a structured interpersonal and 12 Step treatment programme, designed to help those with substance and behavioural addiction maintain abstinence and develop long term sustainable recovery. Over the last 40 years Clouds House has helped over 12,000 clients work towards a life in recovery and helped to create a growing recovery culture through our alumni. Our ambition is to significantly increase recovery capital, whilst offering treatment to as many clients, irrespective of means, as possible.

We believe and are committed to providing opportunities to all people including those with ‘Lived Experience’ we encourage applications from all backgrounds including those in recovery from any addiction or who have experience of previous offending or homelessness.

The Integrated Support Worker role is for 35 hours per week fulltime and will work with several of the Clouds House Treatment Teams (comprising of the Therapeutic and Clinical Teams). The role is location based (no remote working is available) and requires day, night and some weekend working. The role will also involve providing one-to-one support and structed low-level psychoeducational sessions (within a group environment), and assistance to the Clouds House Treatment Team in the effective delivery of all required treatment sessions. The role requires good administration skills and the ability to work across multiple computer systems and applications.

Attention to security, health and safety, and risk will also be key aspects of the role.

**Accountabilities**

**Service Delivery**

The Integrated Support Worker will work across both the Clinical and Therapeutic team (the Treatment Team) to support clients within an integrated healthcare framework to deliver high standards of nursing care and psychosocial interventions to clients admitted to the service according to their needs, in line with the structured treatment programme, relevant protocols, policies and evidence-based practice.

You will support the Treatment Team in monitoring and accurately reporting on the general physical, mental, and psychological health and well-being of clients as required for their treatment. You will support both teams to encourage behaviour change in the context of an interpersonal treatment model, including 12 Step philosophy and health promotion. At times, you may be required to assess client needs and carry out wellbeing interventions. This may involve some motivational coaching. You will report details of these checks to the Treatment Teams, so that they have the relevant information to make any potential interventions. You may be required to attend community meetings and deliver the code of conduct meetings explaining expectations of behaviour and rationale for these boundaries.

* Deliver one-to-one support and structured low-level psychoeducational sessions in a group environment, including newcomers’ workshops and goal setting groups.
* Supporting the Client Welfare and Finance Officer to connect clients to recovery resources, financial / benefits support, continuing care options and other welfare matters.
* 2nd Checking of controlled drugs, observing clients taking any medicines as prescribed, accurate reporting and recording daily on issues that arise and impact the treatment programme both for individuals and the community.
* To participate in effective ongoing assessment of clinical needs, providing a high standard of care to clients in keeping with the philosophy and operational policies of Clouds House, in addition to The Forward Trust policies and procedures.
* Ensure all records are accurately recorded on all electronic records systems.
* To liaise and communicate effectively with other members of the multidisciplinary treatment team.
* Promote the health and wellbeing of clients and maintain a safe, caring and compassionate environment.
* Understand, communicate, and assess risk. Raise safeguarding matters in accordance with the Clouds House / Forward Trust safeguarding policies.
* Ensure risks are minimised and concerns about risk are raised and recorded accurately and in a timely manner.
* To help develop, implement and evaluate the person-centred care provided using a problem-solving approach, that ensures their needs are met from admission to completion of treatment (including aftercare).
* To meet required Key Performance Indictors (KPI’s), as set out by the leadership team.
* Encourage clients to access leisure and community facilities that support them to establish independent social networks, hobbies, and interests.
* Provide motivational support to assist clients in participating in all areas of the Clouds House treatment programme.
* Assist individuals to explore and plan for a positive lifestyle with access to a range of opportunities that best meet their needs and that support reintegration with the local community.
* To record and feedback to clients on levels of recovery capital and assist in effective treatment planning to optimise this.
* Help clients, in liaison with the Client Welfare and Finance Officer, reduce barriers including legal problems; debt management, budget planning and income management by liaising with external agencies and supporting/referring/accompanying/advocating.
* To ensure that clients’ aftercare needs are suitably arranged and/or clients access additional services as necessary.

**Engagement**

* Liaise with all members of the Clouds House team to ensure joined up safe, effective, and responsive care.
* To attend monthly team meetings.
* To attend daily MDT and handover meetings.
* Liaise with care teams and other agencies involved in the client’s care.
* Attend all training – mandatory or otherwise – provided.
* Introduce clients and potential clients to external recovery and support resources and facilitate any necessary appointments/processes regarding this.

**Referrals**

* Help clients access support that reduces problems that may have a detrimental impact upon their recovery programme.
* Encourage and support clients entering and engaging in the programme to improve their physical and mental health including referral to the GP and consultant psychiatrist.
* Connecting clients with mutual aid support groups such as 12 Step fellowships, SMART recovery, and other mutual aid.

**Administration and monitoring**

Assist the team in:

* Inputting client information into electronic record keeping and monitoring systems.
* Keeping up to date electronic records across a variety of systems and applications.
* Gaining feedback from clients that supports honest and accurate evaluation of the services including engagement in community groups, quality of service questionnaires, post treatment follow up and any other means of evaluation.

**Other**

* Attendance at Clouds House Annual Reunions and other celebrations.

**Performance Management**

* Communicate and model clear and professional emotional and behavioural boundaries in line with the Code of Conduct and Ethics.
* Actively engage in supervision sessions, making full use of the support available.
* Actively engage in team meetings as required.
* Observe and report any unusual or unacceptable behaviour through verbal and written handovers and client records.
* Hand over all relevant information both verbally and in writing to the next shift within shift handover.
* Contribute to the overall smooth running of the service by being proactive and solution focused.

**Quality and Safety**

* To actively take part in upholding Infection Control practices relating to BBV’s and other infections diseases, including the use of PPE.
* Ensure the security of the building and residents.
* Inform the on-call team of any relevant emergency incidents as per policies and procedures.
* Maintain health and safety fire regulations, ensuring the unit is safe.
* Ensure to adhere to local and organisational Infection Prevention and Control measures.
* 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.
* Log all relevant incidents on Forward’s reporting platform.
* Highlight any Quality and Safety risks (potential or actual) within risk assessments, risk reporting platforms and to line managers as necessary, 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 breathalyser and drug testing where required.
* Keep up to date technically on all relevant matters and strive for continuous professional development.
* Maintain high levels of professional personal development through the completion of training provided; mandatory and otherwise. Share learning and best practice with team members. Communicate learning needs to line manager.

**Systems and Policy**

* Work towards Forward’s mission and values within current policies and good practice.
* Use IT efficiently to support your role.

**Other**

* Take on other reasonable tasks and responsibilities as deemed appropriate by Line Manager.

**What are we looking for?**

**Desirable but not essential as full training will be given:**

Experience of facilitating groups

Experience working in a clinical setting such a hospital or a care home

Previous experience of working within a residential treatment setting

Experience of working within addiction or substance misuse services

Knowledge of the issues facing clients in addiction and its wide ranging impact (physically, emotionally, spiritually, socially).

A knowledge of the 12 Step process of recovery from addiction (people in recovery should be abstinent for a minimum of three years).

**Essential:**

Good observational and reporting skills.

Ability to work alone using own initiative.

Good listening skills and the ability to communicate effectively with clients and other professionals.

**Good IT skills including the ability to work across multiple platforms and applications**.

Ability to hold strong professional boundaries, conflict resolution and work with challenging behaviour.

Open to giving and receive constructive feedback.

Ability to work harmoniously with a wide variety of staff members and clients.

Practising good self-care and know when/how to access supportive measures provided by the organisation.

Ability to take on and learn a variety of tasks across multiple disciplines and switch dynamically between them as the situation requires.

**Important:**

We work a four week rota during which candidates must be prepared to work rotared nights and/or weekends or bank holidays. At times, this might mean a change in shift pattern to manage operational requirements. There is an expectation that candidates must be open to taking on occasional overtime to cover for sickness and annual leave. Overtime is paid at the same rate as earnings and includes enhancements in line with the relevant policy.

Candidates must be comfortable in a clinical setting which includes the ability to cope with blood and other bodily fluids. Candidates must be comfortable with needles and be prepared to train in doing acupuncture and, if required, phlebotomy and other venepuncture practices in line with changing operational requirements.

**What we offer**

Alongside Simply Health coverage, and a contributory pension scheme to assist employees with their general health and well-being. We offer:

* Training opportunities and career development.
* Simply Health scheme
* Wellbeing days in addition to annual leave
* Time of in lieu of bank holidays if worked
* Season Ticket Loan Scheme.
* Cycle to work scheme.
* 25 days (rising to 30 with length of service) Annual Leave plus Bank Holidays.
* Contributory Pension Scheme – Employer matched contributions of up to 6% in the first two years’ service and up to 9% thereafter.
* Death in Service Payment (2x annual salary).
* Critical Illness Insurance (subject to qualifying criteria).
* Training to satisfy the care certificate standards through the completion of the care certificate, in line with CQC recommendations.
* Salary changes in line with NHS Agenda for Change
* Generous enhancements for unsociable hours and weekend/bank holiday working
* Scope for doing overtime