



## The Forward Trust Job Description

<b>Position Title</b>	<b>Team Leader (Surrey Region)</b>	<b>Reports to</b>	<b>Service Manager</b>
<b>Location: HMP/YOI Bronzefield</b>			

### 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

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You will be based on site working within a team that have a broad skills mix to deliver combined psychosocial and clinical interventions providing recovery-orientated Health and Wellbeing Services to service users aged 18 and over at: HMP/YOI Bronzefield located on Woodthorpe Road, Ashford TW15 3JZ. HMP & YOI Bronzefield is a dynamic and forward-thinking women's prison which accommodates a diverse and complex population of women from courts across the South of England.

This will involve working directly with those who are detained in the prison who may present low-level mental health needs and/or substance misuse issues. You will be expected to hold a caseload and deliver interventions (both 1:1 and group based). The service operates 7 days a week therefore weekend working will be a requirement on a rota basis.

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.

## 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

### 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 multidisciplinary 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 RA290Pt 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.
- 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.
- 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

Knowledge, Skills and Experience		
Experience of working within substance misuse services	D	A/I
Experience of direct line management and/or providing supervision, appraisals, guidance and constructive feedback to supervisees	E	A
Ability to carry out comprehensive assessments, designing and implementing SMART care plans.	E	I
Experience of delivering structured interventions to service users.	D	A/I
Experience of facilitating therapeutic groups.	D	A/I
Ability to use motivational interviewing techniques in both 1:1 and group settings.	E	I
Good level of IT skills to support case management.	E	A/I

Experience of working within a secure health and justice setting.	D	A/I
High level of interpersonal skills and communication.	E	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). Previous experience of working within a prison setting.	D	A/I
<b>Personal Attributes</b>		
<b>Proactivity</b> – Quick thinking with a high level use of initiative	E	A/I
<b>Resilience</b> – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
<b>Adaptability</b> – Can work in fast-paced changing environments	E	A/I
<b>Confidence</b> – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
<b>Teamwork</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	A/I
<b>Innovative – Continually</b> searching for better ways of working	E	A/I
<b>Qualification</b>		
Level 3 qualification related to Health and Social Care, Psychology, Counselling, Substance Misuse, or equivalent experience.	E	A/I
Leadership and/or Management qualification.	D	A/I