**The Forward Trust Job Description**

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| **Position Title**  | **Team Leader – RSI Lead** | **Reports to**  | **Service Manager**  |
| **Location: Southend on Sea**  |  |  |

# 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 35 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 a community-based treatment setting to provide support to drug and alcohol users aged 18 and over (dependent on service). Services are designed to deliver an integrated combination of treatment interventions to meet the holistic needs of service users in the community-this includes clinical, psycho-social and wellbeing interventions for service users in the community that are identified as having an alcohol or drug problem. Services will deliver service user centred treatment using both harm reduction and abstinence based treatment approaches depending on the requirements of the individual service user. You may be required to manage a small caseload, provide appropriate harm reduction advice and guidance, carry out assessments, care plans and deliver structured 1:1 and group-work sessions including structured treatment programmes.

You will use your expertise in these tasks to support and develop your direct reports. You may on occasion be required to complete urine and oral swab testing to support clinical treatment. Through collaboration and integration with other services such as GPs, Hospitals, Mental Health services, Housing, Employment, Health Trainers, Probation, Police and Social Services you will help support service users through their changing lifestyle and aid them in preparing for the future.

As the RSI (Rough Sleepers Initiative) lead, you will be expected to manage a team of frontline workers, predominantly but not exclusively within the RSI team. You will create and maintain good working relationships with all other agencies involved in the initiative.

As a Team Leader you will be responsible for working with the Service Manager to ensure the service is performing according to the KPIs and outcome indicators set by the commissioner and the Forward Trust. This also applies to compliance with CQC standards. You will be providing supervision, training and guidance to practitioners and supporting the service, 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 evening/weekend shifts depending on the individual service.

# Accountabilities

## Strategy

* Take an active role in the 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.
* Communicate all new developments to all members of your team.
* Support the service manager in developing relations with key stakeholders
* Set team and individual objectives to implement and achieve strategic objectives

## Service Delivery

* Be highly-skilled in carrying out risk, initial and comprehensive assessments allowing you to guide direct reports in their performance using best practice.
* Use your extensive knowledge and experience to aid direct reports with their ability to develop and carry out interventions relevant to individual service user need including 1:1 sessions and group work/programme facilitation.
* Coach direct reports to contribute to the through care needs of service users, supporting them to plan for their changing lifestyle and engage with outside organisations which are appropriate to their needs.
* Ensure that case management interventions in direct reports are delivered in accordance with the needs of the service users, audit and are CQC compliant.
* Ensure that group work and all psycho-social interventions and programmes are delivered in accordance with the needs of the service users, are audit and CQC compliant and meet contractual obligations

## Performance Management

* Provide regular supportive supervision sessions to practitioners within the service 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 service users 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, sickness absence and team dynamics are managed appropriately creating positive working environments which encourage employee engagement to optimise the performance of services.

## Departmental Management

* Proactively seek integrated ways of working and adopt a multidisciplinary approach to support collaboration.
* 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 diary and manage the resources across the team with the service manager to ensure there is adequate cover of hubs and satellites
* Deputise for the Service Manager in their absence and ensure effective management of the service 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
* Keep up to date technically on all relevant matters and strive for continuous professional development.

## Administration

* Ensure practitioners and all direct reports are using the Case management system in the appropriate manner-ensuring records are up to date and all key milestones for service users are met such as TOPS, care plan reviews, medical reviews and risk assessments and that documentation is maintained to the expected audit standards.
* Ensure direct reports have all service user data up to date so that data is accurate for reporting purposes on NDTMS and KPI data. .
* Ensure direct reports complete and maintain care plans and assessments to the required standards.
* Provide reports on outcomes to the service as required.

## 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.**

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

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| **Knowledge, Skills and Experience**  |  |  |
| Experience of managing within community substance misuse services   | D  | A/I  |
| Carry out comprehensive assessments, designing and implementing SMART care plans and training staff in how to deliver these to the correct standard.   | D  | A/I  |
| Experience of delivering structured interventions to service users and passing this knowledge onto direct reports.   | D  | A/I  |
| Experience and knowledge of the range of psychosocial interventions we offer and how they benefit the service user group we work with, and be able to pass this onto direct reports, peer mentors, volunteers and apprentices.   | D  | A/I  |
| Using motivational interviewing techniques in both 1:1 and group settings, and with direct reports.   | D  | A/I  |
| The use of strong IT skills to support case management  | D  | A/I  |
| Previous experience of providing supervision, appraisals, guidance and constructive feedback to supervisees.  | D  | A/I  |
| Experience of working with rough sleepers   | D  | A/I  |
| Experience of providing counselling services to service users, or those with drug or alcohol problems   | D  | A/I  |
| Previous experience of working within a community-based treatment setting.  | D  | A/I  |
| Previous experience of working in a range of therapeutic approaches from abstinence-based treatment to harm minimisation approaches.   | D  | A/I  |
| Utilising clinical supervision   | D  | 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, awareness of the working environment 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**  |  |  |
| A Diploma in Health & Social Care or equivalent.  | D  | A/I  |
| Possession of a recognised management qualification or working towards one.   | D  | A/I  |
| Any qualification in substance misuse  A supervision and appraisal qualification  | D  | A/I  |