

The Forward Trust Job Description

Position Title	Team Leader	Reports to	Head of Therapeutic, Quality and Training
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Introducing Forward Trust

We are Forward, the social enterprise that empowers people to break the cycle of crime or 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

You will be working within an integrated healthcare framework to provide support to prisoners aged 18 and over.

Services are designed to deliver psychosocial drug and alcohol interventions and accredited treatment programmes for offenders coming into prison that are identified as having an alcohol or drug problem.

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 co-ordinate the flexible regional-wide delivery of treatment programmes. You will be required to deliver treatment programmes if the need arises.

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 Peer Co-ordinators and Programme staff and supporting the service and 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. You will be required with to travel to all of the projects in your region, to deliver and co-ordinate service delivery.

Accountabilities

Strategy

- Take an active role in the implementation and achievement of team objectives
- Develop supportive relationships with all 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 colleagues in each project by developing relations with key stakeholders
- Set team and individual objectives to implement and achieve strategic objectives
- Ensure that programmes are delivered across the region where there is a need and cohort in place.

Service Delivery

- Ensure that team have the relevant training, supervision and support across all the projects.
- Co-ordinate the delivery of 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 are CQC compliant and meet contractual obligations.

Performance Management

- Proactively approach integrated ways of working support and adopt a multi-disciplinary 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 programmes data and share with all managers within the projects.
- Adopt a reflective practice and make use of supervision to identify areas of strength and personal development needs.

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 regional manager to any significant risks or problems arising in the course of managing and monitoring the services.
- Abide by all The Forward Trust'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 The Forward Trust's risk management protocols.
- Attend Regular Safeguarding Training refresher
- Reports any concerns related to Safeguarding of Adults and Children as per The Forward Trust policies
- 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.

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.
- Make full use of the information systems available such as Illy, Intranet, and email.
- Work towards Forward's mission and values within current policies and good practice

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.

Other

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

Person Specification

Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.

Essential

Skills and Experience

- Experience of working within the substance misuse services.
- Carry out comprehensive assessments, designing and implementing SMART care plans.
- Experience of delivering structured interventions to service users.
- Experience of facilitating groups.
- Using motivational interviewing techniques in both 1:1 and group settings.
- Knowledge of Safeguarding
- Experience of promoting and supporting Equality and Diversity
- The use of strong IT skills to support case management.
- Experience of providing training and supervision to Peer Supporters.

Qualifications

- A Diploma in Health & Social Care or equivalent.
- Possession of a recognised counselling qualification, or about to start or ongoing attendance on a recognised counselling course.

Desirable

Knowledge, Skills and Experience

- Previous experience of providing supervision, appraisals, guidance and constructive feedback to supervisees.
- Experience of working within the community and/or criminal justice sector.
- Knowledge of community support services
- Experience of providing counselling services to service users, or those with drug or alcohol problems
- 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).
- Utilising clinical supervision.

Qualifications

- Any qualification in substance misuse.
- A supervision and appraisal qualification.

Forward's Mission and Values

Our vision:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

Our mission:



Is to bring lasting change to people's lives, away from addiction and/or crime by delivering services that inspire the belief in a better life, and provide clear steps to achieve this change-bringing benefits to our service users, their families and communities.

Our values:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

Empowering: We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.

Collaborative: We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.

Expert: We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.

Courageous: We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it's needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.

Innovative: We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.

Competencies

Self-Awareness/Management: Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

Effective Communication: Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

Open to Change: Accepts that change will always be a feature of The Forward Trust; responds positively to new developments and adapts successfully to evolving circumstances and events

Positive Attitude: Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style

Commitment and Accountability: Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of The Forward Trust. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

Creativity and Innovation: Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for The Forward Trust.

Leadership: Adopts a leadership style that challenges and motivates the team(s) to achieve objectives. Capable of motivational leadership that simulates others to challenge their own thinking, using their initiative to make a fuller contribution.

Courage and Resilience: Builds trust and commitment with employees and clients through personal behaviour and conduct. Willing to say what needs to be said at the right time, to the right person, in the right way. Will persist, even when faced with considerable