



Developing Health & Independence

JOB DESCRIPTION	
Job Title:	Community Recovery Service Team Leader
NJC Scale Point:	NJC Pt 23-29 £26,999 - £32,029 depending on experience
Hours:	30 hours per week and such additional hours as are required by the business from time to time. Normal working hours are between 9am- 5pm with a requirement to work flexibly with some weekend and evening work subject to the requirements of the service, the business and operational management.
Annual Leave:	26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days).
Location:	South, Central or North Bristol and any other location reasonably requested by the organisation.
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Community Recovery Service Manager
Accountable for:	Recovery Workers, Peers and volunteers

Principle Purpose of the Job

Working within DHI Bristol's Community Recovery Service, the CRS Team Leader will provide leadership and line management for the Central hub based team.

Key Duties and Responsibilities

Operational

To lead, manage and develop the locality teams to build a forward looking, dynamic and competent team delivering high quality, effective and responsive services.

To conduct and oversee comprehensive bio-psychosocial needs assessments enabling service users to reflect on, and identify issues central to their eventual recovery i.e. drug and alcohol use, emotional wellbeing, finances, legal, housing, social functioning etc.

To case manage a small, more complex caseload in addition to line managing supervising their team and providing cover where there is short term absence.

To oversee the development and review of holistic recovery plans carrying out regular audits as part of supervision

To promote and facilitate an asset based, recovery orientated model, building excellent links with local community organisations that enrich client support and maximise their ability to achieve recovery and independence

To oversee the delivery of a comprehensive group work programme and other evidence based psychosocial interventions appropriate to the different stages of the client recovery journey

To ensure that service users maintain regular health checks, including Blood Borne Virus and tuberculosis screening.

To support and promote 'visible recovery' within the service including a focus on appropriate planned exits from service at all stages of the recovery pathway.

To work in close collaboration with partners internally and externally.

To promote and develop opportunities for service user consultation and involvement as well as for involvement in the delivery of services including peer based support and activities.

Staff Management

Working closely with Peer Coordinators to manage and coordinate efficient and effective staff deployment within the locality team, including peers, volunteers and student social workers to provide adequate cover for all aspects of the service across all three localities in Bristol.

To ensure effective line management and supervision of Recovery Workers and Apprentices, peers and volunteers according to DHI policies and procedures and systems.

To be responsible for the recruitment and induction of new staff, following DHI's agreed HR policies procedure and systems.

To develop the locality teams through performance review and appraisal, coaching, motivational techniques, team building and appropriate delegation.

To ensure that risk management procedures (including Child Protection and Adult Safeguarding protocols) are consistently followed and that team members are fully informed of the requirements of these procedures.

To maintain robust performance monitoring and management systems to measure individual and individual team performance in line with strategic objectives, team targets and performance appraisal plans.

To robustly manage and address performance management issues through use of sickness absence, disciplinary, capability and grievance procedures.

Ensure every supervision includes a spot check of supervision/client files (as appropriate) to review the quality of the services provided and ensure all interventions are fully recorded.

Monitoring and Administration

To ensure performance management is embedded within the team with performance against targets communicated through team meetings and project KPIs cascaded to individual team members

To ensure the locality teams comply with organisational and contractual data collection procedures and reporting requirements.

To ensure that key performance targets are met and all monitoring and reporting is completed on time and to the required quality standards.

To ensure the locality teams carry out all necessary administration in relation to casework tasks and to take lead responsibility for monitoring and auditing this according to all DHI service evaluation requirements.

To monitor the CRS hub teams work around Child Protection and Adult Safeguarding and to provide support and advice to team members around safeguarding when required.

To collaboratively develop, implement and support effective and flexible systems and structures that are responsive to the needs of service users with different levels of risk, complexity and strengths.

To support delivery of a fully integrated recovery-oriented treatment system by ensuring appropriate information sharing and collaborative working between Teams to affect safe, seamless and successful treatment journeys for users.

Organisational Responsibilities

At all times adhere to DHI policies and procedures, with specific reference to:

- Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
- Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
- Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.
- Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

- Lone Working: to work in accordance with the DHI Lone Working policy and procedures.

At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE

Participate in the organisational planning processes and contribute to the establishment of DHI's business plan

To perform as part of the Bristol and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions

To participate in regular supervision and support

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

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Community Recovery Service Team Leader

PERSON SPECIFICATION

Essential Skills

Experience of working in the substance misuse field

A commitment to and an understanding of the principles of person centred support planning in the client treatment journey

A genuine commitment to working with local community organisations to the benefit of clients enriching their support and maximising their ability to achieve recovery and independence

Excellent communication and report writing skills with an excellent level of IT literacy in MS Office products and case management systems

Excellent knowledge and understanding around the delivery of psychosocial interventions including groups and 1 2 1s.

Evidence of the ability to supervise staff members, students, volunteers or peer mentors and inspire others with vision and ideas.

An ability to carry out performance management including sickness absence management, disciplinary & grievance processes

Ability to work within a target focussed environment and ensuring team member understand how they contribute to successful performance

Excellent knowledge and understanding of best practice around Child Protection and Adult Safeguarding

Ability to work on own initiative as well inclusively, as part of a multi-disciplinary team

A flexible approach to working hours

A current UK driving licence with access to own transport

Desirable:

Relevant qualification in health or social care