



JOB DESCRIPTION	
Job Title:	Primary Care Project Support Worker
NJC Scale Point:	NJC pt 9-19 (£20,903-£25,481) per annum, pro rata for part time roles.
Hours:	37.5 hours per week and such additional hours as are required by the business from time to time. Hours/days of work are negotiable, subject to the needs of the business. Usual 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:	Bath locality, GP surgeries and any other location reasonably requested by the organisation. The role will require a significant amount of travel across the B&NES region and the use of a car and willingness to use it for the purposes of this role is an essential requirement
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Primary Care Team Leader

Principle Purpose of the Job

Reporting to the Primary Care Team Leader, the post holder is responsible for supporting the implementation of the new Primary Care Service in B&NES. Areas of focus will be to support the Primary Care Team Leader to increase the number of clients receiving Opioid Substitution Therapy within Primary Care and developing and operating systems and processes that support Shared Care Workers with prescription management as well as assist shared care worker with queries relating to prescriptions

Key Duties and Responsibilities

Operational

- To support a 6 month project transferring clients in OST from specialist care to primary care by completing administrative tasks central to this process.
- To monitor transfer of shared care ready clients moving into Primary Care, update the dashboard and provide reports on progress against targets
- To support Shared Care workers to operate in more streamlined and time efficient ways by developing and operating organisational and administrative systems that facilitate the smooth running of the prescription management aspect of the service.
- To coordinate the delivery of prescriptions to pharmacies.
- To be available to field calls and enquiries from all stakeholders regarding prescribing and shared care enquiries.

Personal Performance

- To perform as part of the DHI team, attending and participating in regular team meetings, attend appropriate training courses and participate in skills sharing sessions within the team
- To work within, and contribute positively to, an appropriate culture of established values and expectations embracing and implementing change
- To work collaboratively, creatively and flexibly with people accessing the service
- To work flexibly to provide adequate cover for all aspects of the service
- To work alongside and provide support and supervision to volunteers and peer mentors as required
- To be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress
- To maintain up to date knowledge of evidence based best practice and actively engage in opportunities for learning and development at an individual and team level.
- To comply with operational management systems of supervision, objectives, appraisal and induction
- To contribute to the continuous improvement of quality and performance of the service
- Any other duties in line with the above as required by the post holders line manager or Service Manager

Monitoring & Administration

- To record all documentation and case-notes to a high standard and within required time frames
- To comply with organisational and contractual data collection procedures and reporting requirements
- To ensure data completeness in relation to key performance targets so that monitoring and reporting is completed on time and to the required quality standards
- To carry out all necessary administration in relation to prescribing tasks
- To adhere to DHI's risk assessment, Child Protection and Adult Safeguarding procedures when required
- To collaborate in the development, implementation and support for 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 user

Organisational Responsibilities

1. 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.
2. 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.
3. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
4. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
5. 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.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	DEMONSTRATED BY (Application, Interview, exercise, other)
Experience	<ul style="list-style-type: none"> Experienced administrator 	<ul style="list-style-type: none"> Experience of working with socially excluded individuals 	
Knowledge		<ul style="list-style-type: none"> An understanding of opioid substitution therapy 	
Skills	<ul style="list-style-type: none"> Organised and methodical Effective communicator Able to design and implement systems Excellent level of IT literacy in MS Office products and case management systems 		
Values and behaviours	<ul style="list-style-type: none"> Shows positivity, enthusiasm, optimism and resilience in the face of setbacks Able to work independently and collaborate with others Flexible and able to respond to changing operational demands Resilient and copes well under pressure 		
Other information	<ul style="list-style-type: none"> Driving Licence with access to vehicle and willingness to use it for work travel. 		