



Developing Health & Independence

JOB DESCRIPTION	
Job Title:	Primary Care Worker
NJC Scale Point:	NJC pt 9 -19 (£20,903 - £25,481) depending on experience, pro rata for part time roles
Hours:	<p>18.75 hours per week and such additional hours as are required by the business from time to time.</p> <p>Usual office hours are between 9am- 5pm with a requirement to work flexibly to provide client services (usually 9-8pm). The post will require some weekend and/or evening work subject to the requirements of the service, the business and operational management.</p>
Annual Leave:	26 days plus statutory and bank holidays (with 1 additional day after each year of service, up to a maximum of 31 days) pro rata for part time roles.
Location:	<p>South Gloucestershire</p> <p>(use of a car and willingness to use it for the purposes of this role, including the provision of business insurance is an essential requirement)</p>
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Primary Care Service Lead

Principle Purpose of the Job

Working within the Primary Care team alongside GPs as part of shared care model, workers will manage a caseload of clients. Primary Care Workers provide holistic support and regular key working for opiate clients who require access to opiate substitution prescribing. Primary Care Workers also provide brief structured interventions for non-opiate users (including alcohol and benzodiazepines).

Key Duties and Responsibilities

- To carry out bio-psychosocial needs assessments and risk assessments enabling service users to reflect on their needs, and identify barriers to their eventual recovery i.e. drug and alcohol use, emotional wellbeing, finances, legal, housing, social functioning etc.
- To work with people to formulate support plans based on their strengths, needs and aspirations and oversee the brokerage of effective packages of support connecting clients with social networks, local agencies and the wider treatment service that enrich support and maximise their ability to achieve recovery and independence.
- To support the delivery of safe, effective and evidence based clinical and/or specialist interventions (e.g. methadone) through close collaborative working with GPs, partner organisation staff and other health and social care professionals
- To support and work jointly with GPs within a specific locality to deliver a comprehensive prescribing and detoxification service to users
- To deliver one-to-one and group support using evidence-based techniques such as Motivational Interviewing and Solution-Focused Brief Therapy to a caseload of clients to support them in addressing their problematic use of a range of substances
- To ensure that service users maintain regular health checks, including Blood Borne Virus screening where required
- To liaise with the National Probation Service and Community Rehabilitation Company as required, for service users subject to drug or alcohol treatment orders
- To work in close collaboration with partners internally and externally to support, motivate and maintain the engagement of service users through all stages of their recovery journey
- To promote and support the delivery of a range of flexible activities within the service that will effectively engage/re-engage and retain service users, prevent drop-out and maximise successful treatment completions
- To be responsible for providing Needle and Syringe Provision, the supply of naloxone and harm reduction information and advice
- 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

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, to empower and challenge service users

To work flexibly to provide adequate cover for all aspects of the service

To work alongside and provide support and supervision to volunteers and peers 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 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 develop competencies to effectively deliver a range of psychosocial and other interventions required, undertaking training matched to the role as required

To maintain up to date knowledge of evidence based best practice related to the role

To contribute to the continuous improvement of quality and performance in the delivery of the team's work

Any other duties in line with the above as required by the Primary Care Service Lead

Monitoring & Administration

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

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 PHE, 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 South Gloucestershire 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"> • Experience of working collaboratively with a wide range of stakeholders to meet the needs of service users • Experience of delivering evidence-based 1:1 psychosocial interventions and/or facilitating group work 	<ul style="list-style-type: none"> • Experience of working within GP practices or another healthcare setting 	
Knowledge	<ul style="list-style-type: none"> • An understanding of harm reduction principles and of the importance of harm reduction interventions in the substance misuse field • Ability to work independently and as part of a multi-disciplinary team • Knowledge of best practice and commitment to Adult and Child Safeguarding principles and procedures • An understanding of the principles of person centred support planning in the client treatment journey 	<ul style="list-style-type: none"> • Knowledge of opiate substitution prescribing 	
Skills	<ul style="list-style-type: none"> • Excellent level of IT literacy in Word, Excel and databases • Resilient and solution-focused when working with people expressing high levels of emotion • Ability to build strong relationships and work respectfully and creatively within DHI boundaries and processes. 	<ul style="list-style-type: none"> • 	
Values and behaviours	<ul style="list-style-type: none"> • Ability to see and take advantage of (strategic) opportunities whilst balancing risk and innovation 		

	<ul style="list-style-type: none">• Flexible, proactive and responsive to change.• Works in a way that aims to maximise the potential of others in their role.• Commitment to equal opportunities and anti-discriminatory policy and practice.		
Other information	<ul style="list-style-type: none">• Driving Licence with access to vehicle and willingness to use it for work travel.		