



Job Description & Person Specification	
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:	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

Working within DHI's B&NES drug and alcohol services, the Primary Care Worker will manage a caseload of service users (predominantly people who use heroin). They will deliver a range of evidence based bio-psychosocial interventions as well as help broker a package of holistic support to help build resilience and improve people's ability to achieve recovery and live independently

Key Duties and Responsibilities

Operational

To promote and facilitate a strength based, client-centred model that is responsive to the diverse needs and presentations of people accessing the service

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 services, that enrich support and maximise their ability to achieve recovery and independence.

To oversee and support the regular review of service users' progress towards achieving their stated goals

To support the delivery of the full range of safe, effective and evidence based biopsychosocial interventions

To work collaboratively with GPs, partner organisation staff and other health and social care professionals to support the delivery of a comprehensive prescribing and detoxification service

To support people to access sterile injecting equipment where appropriate

To ensure that service users maintain regular health checks, including blood borne virus and other relevant screening where required

To ensure any housing needs are identified and addressed working collaboratively with DHIs housing services.

Proactively re-engage clients who have dropped out of service or who are at risk of dropping out.

To promote visible recovery and support the integration of Peers within the range of the services being provided

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 develop competencies to effectively deliver a range of biopsychosocial and other interventions required undertaking training matched to the role as required

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 and 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 casework 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

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 General Data Protection Regulations (GDPR) 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.
1. 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.
 2. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
 3. To perform as part of the BNES and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
 4. 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.

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	DEMONSTRATED BY (Application, Interview, exercise, other)
Experience	<ul style="list-style-type: none"> • Experience of working with socially excluded individuals • Evidence of the ability to promote and embrace peer involvement in service delivery 		
Knowledge	<ul style="list-style-type: none"> • An understanding of opioid substitution therapy • An understanding of the principles of person centred support planning in the client treatment journey • An understanding of the practical issues and barriers clients face including housing debt and employment 	<ul style="list-style-type: none"> • 	
Skills	<ul style="list-style-type: none"> • Excellent level of IT literacy in MS Office products and case management systems • The ability to work with local community organisations to the benefit of clients enriching their support and maximising their ability to achieve recovery and independence • The ability to work within a target driven and closely monitored framework to ensure client information and outcomes are accurately monitored and recorded and to cope with the basic routine processes involved 	<ul style="list-style-type: none"> • Qualifications in health or social care 	
Values and behaviours	<ul style="list-style-type: none"> • Ability to see and take advantage of (strategic) opportunities whilst balancing risk and innovation • 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. 		

	<ul style="list-style-type: none"> • A commitment to positive change, solution focused and strengths based approaches to supporting people • Ability to build strong relationships and work respectfully and creatively within DHI boundaries and processes. • Shows positivity, enthusiasm, optimism and resilience in the face of setbacks • Able to work independently and collaborate with others • A willingness to work flexibly, including some weekend and evening work 		
<p>Other information</p>	<ul style="list-style-type: none"> • Driving Licence with access to vehicle and willingness to use it for work travel. 		