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| JOB DESCRIPTION | |
| **Job Title:** | Community Recovery Service Team Leader |
| **NJC Scale Point:** | NJC Pt 23-29 £27,741 - £32,910 depending on experience |
| Hours: | 30 Hours and such additional hours as are required by the business from time to time. |
| **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 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

Reporting to the Service Manager the post holder is responsible for Working within DHI Bristol’s Community Recovery Service, the CRS Team Leader will provide leadership and line management for the North hub based team.

#### Key Duties and Responsibilities

* 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**

To be overall responsible and accountable for the safe, efficient and effective management & deployment of staff within the North Team ensuring full and adequate cover.

To effectively lead, motivate and line manage staff in their delivery of respective roles and responsibilities according to DHI policies and procedures.

To be responsible for the recruitment and induction of new staff within the team, following DHI’s agreed HR polices procedure and systems and in line with DHI’s values.

To develop staff through pro-active and robust performance review and appraisal, training, coaching, motivational techniques, team building and appropriate delegation.

Through regular review and 121/supervision to ensure robust performance monitoring and management to measure individual and individual team performance in line with strategic objectives, team targets and performance appraisal plans

**Monitoring & Administration**

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

To ensure that effective systems and information governance arrangements are in place and adhered to

To oversee and contribute to the preparation and presentation of clear verbal and written reports, analysis and audits as requested by DHI’s CEO and Executive Team.

To attend meetings on behalf of the organisation and to feedback key information in a timely manner to DHI’s CEO and Executive Team

To lead, guide and oversee the development and implementation of effective and flexible systems and structures that are responsive to need.

#### 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.

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 Corporate Services 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.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * 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 | * Evidence of the ability to supervise staff members, students, volunteers or peer mentors and inspire others with vision and ideas. | Application, Interview |
| **Knowledge** | * Excellent knowledge and understanding around the delivery of psychosocial interventions including groups and 1 2 1s. * 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 * 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 | * Relevant qualification in health or social care | Application, Interview |
| **Skills** | * Excellent communication and report writing skills with an excellent level of IT literacy in MS Office products and case management systems * An ability to carry out performance management including sickness absence management, disciplinary & grievance processes * Ability to work on own initiative as well inclusively, as part of a multi-disciplinary team |  | Application, Interview |
| **Values and behaviours** | * Ability to see and take advantage of opportunities whilst balancing risk and innovation * Flexible, proactive, resilient 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. |  | Application, Interview |
| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel. * A flexible approach to working hours |  | Application, Interview |