



JOB DESCRIPTION & Person Specification	
Job Title:	Team Leader
NJC Scale Point:	NJC Pt 29 – NJC 35 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. The hours will usually be worked Monday to Friday 9am to 5pm. Flexible working may be available 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 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:	Service Manager
Accountable for:	Complex Needs Alcohol Worker Alcohol Recovery Worker Alcohol Liaison Workers (x2) Alcohol Liaison Administrator Volunteers as required

Principle Purpose of the Job

The Team Leader will lead and coach a team of Drug and Alcohol Workers. The Team Leader will oversee the daily operations of the team, deliver regular supervision and manage performance.

In addition to the managerial aspects of the role the Team Leader will also retain a small caseload of the more complex cases, including those where safeguarding duties apply.

The post holder will ensure that service users receive a prompt, effective and well co-ordinated service. They will also oversee the quality of the information collected by the team to ensure all work undertaken is well evidenced.

The post holder will also deputise for the Service Manager when required and represent the agency at external meetings.

Key Duties and Responsibilities

Operational Duties

1. Co-ordinate inward referrals to the service and ensure cases are allocated promptly, acting upon any immediate areas of risk.
2. Develop and Deliver group work sessions for drug and alcohol users.
3. Oversee the delivery of effective and evidence based interventions that promote both harm reduction and recovery.
4. Coach as well as provide advice and guidance to workers around issues such as safeguarding and risk.
5. Promote and deliver reflective practice.
6. Ensure administration and organisation is kept to a high standard by all staff.
7. Deputise for the Service Manager when required.
8. To directly line manage staff, including supervision, appraisal, absence management and monitoring and providing appropriate support and training to ensure their continuing personal and professional development.
9. To develop the teams through coaching, engagement, communication, motivation, team building and delegation. Develop a collaborative, creative and flexible team, which is able to empower, challenge and change.
10. 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.
11. Celebrate successes with your team and address any areas of underperformance.
12. 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.

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 General Data Protection Regulations (GDPR) 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 B&NES Drug and Alcohol Service 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.

Developing Health & Independence

Drug and Alcohol Team Leader

PERSON SPECIFICATION

Essential Skills

Role models energy, enthusiasm and positivity

Organised with excellent administrative skills

Demonstrates ability to lead and coach others

Able to delegate appropriately and empower direct reports

Inspires others with vision and ideas

Broad whole person approach to supervision

Creative and innovative approach to problem solving

Up to date knowledge of developments in the sector

Makes team working fun, inspiring others to formulate creative ideas and solutions

Excellent level of IT literacy in MS Office products and case management systems

Considerable experience of working in drug and alcohol treatment including opiate substitution therapy

Desirable Skills

Able to demonstrate working successfully within a target driven environment

Experience of following safeguarding procedures

Experienced group work facilitator