



JOB DESCRIPTION	
Job Title:	Treatment Services Director
NJC Scale Point:	NJC Pt 48 - 60, depending on experience, pro rata.
Hours:	37.5 hours per week (1.0 FTE) 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 or Bristol and any other location reasonably requested by the organisation. The role will require some travel across DHI's service areas. Use of a car and willingness to use it for travel is an essential requirement.
Pension:	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
Accountable to:	Chief Executive Officer (CEO).
Accountable for:	Service Managers (B&NES) Service Manager (South Gloucestershire) Service Manager (Bristol) Associate Director (matrix management arrangement)

Principle Purpose of the Role

Reporting to the CEO, and an integral member of DHI's Executive Team, the Treatment Services Director will oversee, monitor, and develop operational systems, to ensure continuous improvement and excellence across all areas of responsibility. They will develop DHI's substance misuse services, through excellent leadership to promote the highest standards of quality, efficiency and consistency, in line with DHI's vision, values and corporate culture. They will lead on Safeguarding for the whole organisation.

In particular the post holder will:

- Ensure all legal, quality assurance and good practice guidelines relating to drug and alcohol treatment are embedded within the organisation, including clinical governance and other good practice.

- Provide excellent leadership of service managers, supporting a culture of improvement and a flexible, innovative, team based culture across areas of operational responsibility.

Key Duties and Responsibilities

1. To take operational responsibility for all aspects of DHI's adult drug and alcohol services.
2. To supervise and manage the Associate Director, while recognising their cross functional role supporting executive members on specific projects as directed. (N.B. This senior cross organisational post has specific responsibility for: Driving Clinical leadership, Supporting Executive members on a project level basis, Co-ordination of the Quality Champions meetings, and management of the Young People's Treatment Services Manager).
3. To act as Safeguarding lead within the organisation, ensuring systems, structures and people are proactive in their identification, management and response to any concerns.
4. To work closely as part of DHI's Executive to ensure an infrastructure that supports effective delivery of all DHI services.
5. To ensure clinical management practices are fit for purpose and in line with standards and quality of care as set out in relevant laws and codes of practice. This includes but is not limited to Clinical Guidelines (Orange Guidelines), and that these are embedded in DHI's operational systems and practices, and aligned to the overarching organisation-wide governance system.
6. To ensure effective working relationships with all stakeholders, in particular commissioners, sub-contractors and other key delivery partners.
7. To provide leadership to and directly line manage staff as identified within this job description including the provision of robust performance monitoring, supervision, support and encouragement, and ensure their continuing personal and professional development.
8. To ensure team leaders and managers are equipped with the skills, support and advice to take ownership of staff management issues, including capability, disciplinary and grievance policies and procedures, as appropriate, and to support staff to understand and comply with them.
9. To ensure the effective implementation of HR policies and procedures and to support staff with management or supervisory responsibilities in carrying out these duties.
10. To meet quarterly with the Personalisation Services Manager, to support them in their role developing and promoting the substance misuse families and carers Service (FAM).

Contract Management & Quality Assurance

11. To ensure that working practices meet with regulatory and best practice requirements and standards, including, but not limited to UK Guidelines on Clinical Management (Orange Guidelines), Care Quality Commission etc. as laid out in contracts as well as DHI's policies and procedures. In particular, to ensure that safeguarding and health and safety policies and procedures are adhered to and that routine project risk assessments are undertaken accordingly.
12. To participate in the periodic review of service policies and procedures and to ensure that these are understood and adhered to by staff.
13. To ensure that key performance targets are met and monitoring and reporting is completed on time and to the required quality standards. Where performance is below the expected levels of performance, to support managers to ensure the development and implementation of effective performance improvement plans.
14. To attend contract performance meetings where requested on behalf of the organisation.
15. To keep abreast of relevant guidelines and developments that affect the work of DHI and develop standards of care, support, clinical audit and outcomes to enhance and develop good practice.
16. To maintain up to date knowledge around legal and good practice requirements that relate to clinical governance, attending quarterly supervision with DHI's Medical Director in respect of clinical audit recommendations, good practice, and in order to keep abreast of legal and good practice guidelines, to ensure the highest standards of clinical practice in relation to substance misuse services.
17. To provide regular reports on performance (contractual and strategic) and quality assurance to the CEO and Board.

Financial, Strategic & Development Duties

18. To work closely with the CEO and the Executive team to develop, monitor and reporting on strategic objectives outlined in the Balanced Scorecard.
19. To work with the CEO in the identification and pursuit of appropriate development opportunities for DHI.
20. To lead on and contribute to the writing and submission of tenders for new and existing services.
21. To represent and promote DHI's treatment and related housing support services to key stakeholders maximising opportunities to increase the profile and excellent reputation of DHI.
22. Prepare and present clear verbal and/or written reports for the CEO, Board of Directors and other Bodies.
23. To manage and monitor resources in line with budgetary requirements and participate in the negotiation/setting of annual budgets.

Organisational Responsibilities

24. 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.
25. To participate in regular support and supervision.
26. Liaise effectively with the CEO and other senior staff to ensure the proper delivery of internal services.
27. To operate within the framework of DHI's Strategic Plan and Annual Operational Plans and contribute to their outcomes.
28. Participate in the organisational planning processes and contribute to the establishment and maintenance of DHI's Business Plan.
29. Contribute to the periodic review of Service policies and procedures.
30. Any other duties in line with the above as required by the CEO.

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
Experience	<ul style="list-style-type: none"> • Significant senior level experience working within the drug/alcohol treatment sector, including substantial contract and people management experience • Experience embedding, monitoring and managing quality assurance systems, in particular safeguarding. • Experience of managing budgets. 	<ul style="list-style-type: none"> • Experience of successful project and change management • Experience of CQC registration and/or inspection
Knowledge	<ul style="list-style-type: none"> • Understanding of the standards, guidelines and quality frameworks relating to drug and alcohol treatment including NICE guidelines (Orange Book) and CQC requirements. • Demonstrates deep knowledge of drug/market trends, new thinking and has the potential for identifying and building new alliances • Understanding of harm reduction practices, in particular, substitute prescribing. • Excellent level of knowledge of organisational requirements around safeguarding. 	<ul style="list-style-type: none"> • Understanding of the application of drug/alcohol treatment within supported housing
Skills and Attributes	<ul style="list-style-type: none"> • Confident and capable communicator, seeking feedback and involvement to shape and develop DHI's future direction and plans • Excellent level of IT literacy in word, excel and databases. • Sets clear direction, focussing and inspiring others to enable the delivery of both change and business as usual • Personal resilience and ability to work at pace/manage volume 	<ul style="list-style-type: none"> • Proven ability to lead on tenders for new and existing services
Other information	<ul style="list-style-type: none"> • Commitment to equal opportunities and anti-discriminatory policy and practice. • Car driver with access to car and willingness to use it for work travel. • A flexible approach to working hours in alignment with Working Time Regulations 	<ul style="list-style-type: none"> • A professional qualification in management, health, housing or social care or equivalent professional experience.

