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| ROLE PROFILE | | | | | | | |
| Role Title | Team Leader | | **Team** | | RSDAT - (Rough Sleeping Drug and Alcohol Team) | | |
| The Role | The role of a Team Leader is to help reduce the harm caused by substance misuse to users themselves, affected others and to the wider community. The Team Leader will ensure that this is achieved though supervising the services provided to clients through their team base. They will support the Operations Manager in ensuring that services are provided in line with models of care, the drug misuse and dependence guidelines, and other governing policies and procedures. The Team Leader will also provide other workers with a consultancy service in their area of specialism and deputise when appropriate for the Operations Manager in his/ her absence. A core component of this role will be driving up the quality of Halo record keeping. | | | | | | |
| Reports to | Operations Manager | Band | | 3b | | Salary Band | £29,428 per annum (£29,428.00 - £34,701.00) |

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| Behavioural Competency | Level | **Statement (or example or this post)** |
| Team Working | **3** | Has the ability to recognise and capitalise on diverse skills and ideas and speaks positively of others. Provides clear feedback to team members. |
| Professional Confidence | **3** | Is able to provide opinions from their area of expertise without deferring unnecessarily to others and is decisive when the situation demands. Looks for and gets new responsibilities. |
| Ethics and Values | **2** | Is able to foster a climate of trust within the work team and can contribute to policies or procedures to deal with difficult situations. |
| Flexibility | **3** | Demonstrates ability to remain calm and focused when faced with competing demands. |
| Client Focused | **2** | Takes pride in delivering a high-quality service, reviews service delivery and provides solutions to problems. |
| Achievement | **3** | Is prepared to tackle difficult problems and take responsibility for reaching solutions. |

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| Technical knowledge and Skills | | | **NOS/ DANOS unit** |
| Assess and act upon immediate risk of danger to substance users. | | | AB5 |
| Able to carry out comprehensive substance misuse assessment / or carry out assessment to identify and prioritise needs. | | | AF3 / AF2 |
| Support and challenge workers on specific areas of their practice. | | | AC4 |
| Promote effective communication for and about individuals. | | | HSC31 |
| Promote, monitor and maintain health, safety, and security in the workplace. | | | HSC32 |
| Reflect and develop your own practice. | | | HSC33 |
| Promote choice, well-being, and the protection of all individuals. | | | HSC34 |
| Relate to, and interact with, individuals. | | | HSC3122 |
| Promote the equality and diversity, rights and responsibilities of individuals, empowering individuals to meet own goals. | | | HSC3111 |
| Assure your organisation delivers quality services. | | | BC4 |
| Ensure compliance with legal, regulatory, ethical, and social requirements. | | | M&L B8 |
| Providing learning opportunities for colleagues. | | | M&L D7 |
| **Responsibilities** | Client Care | The role holder will be responsible for completing an assessment of care needs and the development of suitable care programmes / packages; these will be implemented by the job holder or by others. It includes giving professional advice to those who are the subject of the care programmes/packages and offering a consultancy service to other professionals. The Team Leader is also responsible for ensuring that all team members are delivering an equitable service to the client group. | |
| Policy and service development | The role holder will be required to contribute to Policy and Service development and observe their own duty of care to all health and safety policies and procedures. | |
| Financial and Physical | The role holder will be responsible for ensuring that all personal expenditure is in line with the organisational finance and resourcing policies and observe their own personal duty of care in relation to equipment and resources used in course of work. | |
| Staff/HR/Leadership and training | Responsible for day- to- day supervision and co-ordination of a small number of staff. This will include delivering training events to external customers and assessing individual competence. The role holder is also responsible for contributing to the management of occupational health and safety requirements | |
| Information Resources | The role holder is responsible for maintaining one or more information systems; the client management system ‘HALO’ is a significant role responsibility. | |
| Research & development | The role holder will be required when requested to undertake surveys or audits, as necessary to their own work and organisational need. | |
| **Other** | Freedom to Act | The role holder will be required to interpret and work within organisational and occupational guidelines and practices. All staff are required to maintain the standard laid out in the FDAP Code of Conduct, in addition to this the role holder is responsible for identifying and responding to situations or circumstances that compromise the quality of service or wellbeing of the employee. | |
| Role Knowledge | The role holder must be qualified to a minimum level 3 in health and social care or a similar discipline. Excellent knowledge of Models of Care and other National Treatment frameworks essential along with Specific knowledge of Drugs and Alcohol which would be underpinned by a recognised qualification and underlying knowledge of MI and CBT principles. Evidence of continual professional development in current practice. | |
| Analytical and Judgement skills | The role holder will be required to interpret complex individual needs and identify an appropriate treatment pathway for each client that reflects their individual needs. Judgement will be required with regards to issues such as safeguarding children and adults. Individuals will also need to be able to interpret national occupational standards and assess their application in the workplace. | |
| Planning and Organising | The role holder will be required to plan and organise their own day ensuring that clients are assessed and receive treatment in line with organisational policy and individual care plans, there may be a frequent need to change plans due to the unpredictable nature of the client group. | |
| Communication | Required to interpret complex client needs and overcome barriers to communication, the role holder will need to be proficient at applying motivational interviewing and solution focused interventions techniques and adapting communication styles to suit a variety of audiences. There will be a frequent need to communicate sensitive and contentious information both verbally and in writing to the client and when preparing reports for other statutory authorities. The role holder will be required to feedback assessments of competence and practice. | |
| Physical skills | The role holder must be able to maintain accurate and competent keyboard skills and be able to commute around the city. | |
| Physical effort | The role holder will be required to be occasionally exert some physical effort when moving files or setting up offices. The role largely requires individuals to sit in meeting rooms and move between places of work. Direct exposure to occasional highly distressing or emotional circumstances should be anticipated. | |
| Mental Effort | The role holder will be required to concentrate occasionally for prolonged periods of time, especially when assessing client needs, data inputting and preparing legal reports. | |
| Emotional Effort | The role holder must be prepared for periods of distressing and emotional circumstances. The role holder should expect to come into direct contact with such circumstances frequently whilst providing care to a highly marginalised and chaotic client group. | |
| Working conditions | Occasional exposure to unpleasant working conditions. | |
| Key Activity Area | * Model best practice in service delivery * Provide regular and meaningful supervision sessions to a cohort of substance misuse specialists and practitioners * Deliver training sessions within your area of competence and assess trainees * Participate in quality assurance meetings * Proactively participate in the internal practice supervisor's standardisation meetings * Receive referrals to carry out assessment and review * Develop, action, and monitor care programmes * Build working relationships with other professionals including GP’s and Primary Care Teams to maximise client retention * Support and motivate clients throughout the course of treatment to achieve their goals * Administer and update the Care Plan, Risk Assessments, TOP reviews and the maintenance of client records in the appropriate format, sharing information with others as required and updating data within policy timeframes * Participate in multi-agency care plans * Prepare confidential client reports for professionals and other agencies * Establish methods of reviewing client progress and outcomes * Identify unmet health needs and address these through the care plan, ensuring that account is taken of health problems, which could interact with alcohol/drug treatment * Directly deliver and be responsible for health care advice including safer injecting at a level appropriate to your grading * Participate in the promotion of the client’s health through providing group work which may include but is not limited to Overdose prevention, Alcohol/drug interventions, Safer Injection, Safer Sex, Nutrition and Relapse Prevention * Identify other unmet needs of the client and through the care plan review Adult Basic Education, Vocational Training, Employment, Accommodation and Welfare / benefits / income and support networks * Support/represent clients in their dealings with other professionals including GP’s, Psychiatrists, and partner agencies * Provide specialist substance misuse advice to service users and professionals as required * Establish constructive and positive working relationships for the team both within Harbour and with partner agencies and other appropriate organisations and professionals to ensure that clients can access the best possible care * Undertake activities that promote The Harbour Centre as a centre of excellence, this may include delivering training packages, attending community events, and leading trials * Exchange needles and other injecting paraphernalia * Attend meetings appropriate to the post * Maintain health and safety standards * Test for substances * Actively take part in supervision * Actively participate in Line Management and share best practice with colleagues and actively support continuity of service delivery | | |
| **Key Results** | Set annually at Appraisal, but may include:   * Numbers in treatment * Quality standards * Internal / external audits * Supervisee feedback * Retention Periods * Planned Closures * Referrals * Waiting Times * Care Planning * NDTMS Data Quality * TOP completion * Health promotion and social inclusion | | |