

Team Leader

(Salary as advertised)

Kingston

37.5 hours per week

Permanent

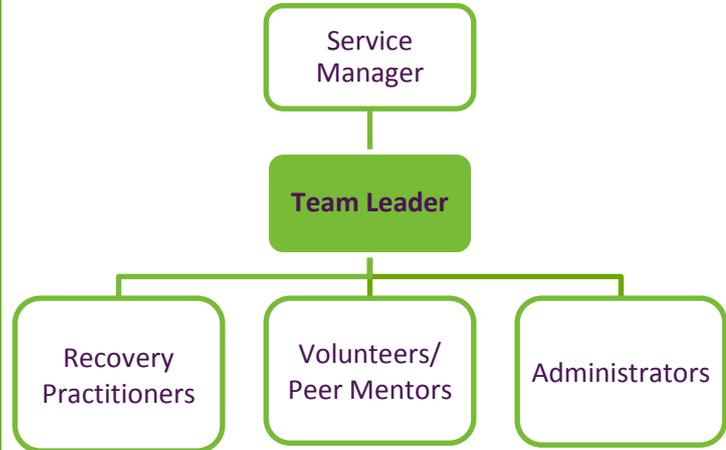
1. Main purpose of the role

- ▶ To provide coordination and line management of Recovery Practitioners and specialist roles, focusing on engagement, treatment, successful completion and case management.
- ▶ To work closely with our contractors to deliver integrated psychosocial and pharmacological interventions for service users.
- ▶ To work alongside the Data Administrator post to manage and quality check all data.
- ▶ To improve access into treatment.
- ▶ To establish satellites in locations such as sexual health clinics, GPs , pharmacies, hostels, day centres, JobCentre Plus, probation and 'hotspots' in order to engage potential service users.
- ▶ To ensure that all interventions are evidenced-based and recovery-orientated including supporting the progress of service users through treatment and into reintegration.
- ▶ To ensure the team works to SLA, KPI and service targets.
- ▶ To develop and maintain an effective groupwork programme using outcome-monitoring tools.
- ▶ To ensure the service is a welcoming and supportive environment for staff and service users.
- ▶ To ensure that staff and the service is above CQC standards.
- ▶ Take an active role in the local leadership team and be a strong role model for your team.
- ▶ To undertake continuous risk assessment and to contribute to effective risk management.
- ▶ To recognise and value service users as individuals, ensuring that the care provided respects equality and diversity and is supportive of service users and their carers. This will include encouraging service users to accept an optimum level of responsibility for their individual programme of care and with their consent, where appropriate, seek the cooperation of friends. relatives and/or carers.
- ▶ To undertake all mandatory and core training as and when required to comply with WDP requirements.

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to Service Manager**
- ▶ **Line manages** Recovery Practitioners, Volunteers, Peer Mentors, Administrators



Working relationships:

- ▶ Line Manager
- ▶ Recovery Practitioners
- ▶ Service Users
- ▶ Clinical Team
- ▶ Peers



3. Role-specific responsibilities

3.1	To work 37.5 hours per week and to organise working time in such a way as to complete tasks within the working week.
3.2	To work flexibly according to the demands of the service including evening and weekend work where required.

3.3	To participate in multi-disciplinary meetings, both on site and in the community, relating to service user management and successful reintegration into the community. Also including oversight of service representation at IOM, MAPPA and MARAC.
3.4	To oversee the work of a team of Recovery and Specialist Practitioners, providing timely and effective supervision in line with WDP policy.
3.5	To oversee allocations.
3.6	To work in collaboration with contracted services to ensure effective coordination and delivery of recovery-orientated drug treatment.
3.7	To hold a caseload of complex service users.
3.8	To work with the local leadership team and Quality Directorate to facilitate and conduct regular internal audit processes.
3.9	To work with the local leadership team to identify and develop additional capacity and referral pathways.
3.10	To work collaboratively with other external partners and stakeholders.
3.11	To ensure all service users are fully risk assessed and risk management is effectively delivered.
3.12	To motivate and lead practitioners to achieve a range of successful outcomes using a variety of tools and interventions.
3.13	To manage and develop the Hub's groupwork programme ensuring a high level of quality using evidenced-based interventions.
3.14	To conduct regular practice observations and ensure feedback and learning is implemented in future practice.
3.15	To oversee the rota of and effective delivery of work in custody, court and satellite services.
3.16	To establish, maintain and support the success of targeted recovery-focused satellites across the borough.
3.17	To support practitioners in ensuring contractual targets are met and maintaining high performance throughout the service
3.18	To support practitioners in successfully completing RCF and Care Certificate qualifications.
3.19	<p>Contributing to the promotion and success of the Capital Card® scheme</p> <ul style="list-style-type: none"> ▶ Follow the process for enrolling all consenting service users onto scheme and rewarding points for appropriate interventions ▶ Actively promote the scheme, the Companion App and local spend partner opportunities to service users at every opportunity

	<ul style="list-style-type: none"> ▶ Attend relevant training as required.
3.20	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP’s policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures. ▶ To undertake any other additional duties relevant to the post as directed by management.
<p>4. WDP’s commitment to you</p>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP</p>

	service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.
5. Your commitment to WDP	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

Person specification		E/D	Measured by
<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
1.	Education, knowledge and experience		
1.1	Experience of working within the substance misuse field.	E	A/I
1.2	Understanding of the changing and dynamic environment within which we deliver services.	D	A/I
1.3	A degree or relevant and recognised professional qualification.	D	A/I
1.4	Experience of service improvement through robust management structures and effective line management.	D	A/I
1.5	Experience of developing and maintaining group work programmes.	E	A/I
2.	Abilities and skills		
2.1	Ability to deliver successful outcomes for service users within a challenging performance driven environment.	E	A/I
2.2	A proven ability to evidence individual and service improvement through robust management structures and effective line management supervision.	E	A/I
2.3	Ability to liaise and work in partnership with a wide range of professionals and agencies.	E	A/I
2.4	Ability to manage and motivate teams to increase performance.	E	A/I
2.5	Ability to communicate complex information to individuals and groups in a way that is easily understood.	E	A/I
2.6	The ability to work collaboratively with others (internally and externally).	E	A/I
2.7	A high degree of personal IT competency as well as excellent verbal and written communication skills.	E	A/I
2.8	An ability to keep abreast of the developments in WDP's areas of operation and to share those developments with team members.	E	A/I

3.	Working within WDP's framework of commitments to employees				
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I		
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I		
3.3	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I		
4.	Equality, diversity, vision, mission and values				
4.1	An empathy for and understanding of our mission, vision and values.	E	A/I		
4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I		
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I		
5.	Circumstances				
5.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
5.2	A flexible approach to workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Initials
	1.0	October 2015	CM		
	1.1	November 2017	JD		
	1.2	May 2019	EC		