

Job Description: Substance Misuse Liaison Shared Care Worker Bristol Recovery Orientated Alcohol and Drugs Service (ROADS)

Accountable to the Chief Executive through the Substance Misuse Liaison (SML) Service Manager. Supervised by an SML Team Leader.

1. Job Purpose

SML Shared Care workers are based within the Substance Misuse Liaison team and have responsibility for delivering evidence-based, structured support to people with primary problematic opioid use and/or dependent alcohol use within Primary Care, working alongside and supporting GPs in delivering treatment.

The role is to encourage ambition, motivate and support people to regain their independence from their substance use through the use of opioid substitution or alcohol detox medications coupled with packages of psychosocial care. Shared Care workers will provide harm reduction advice, inspire and encourage change and actively support individuals through maintenance or detox pathways. They will use a variety of evidenced approaches, including Contingency Management to support their work, and ensure that people link successfully to other services to meet their physical and mental health needs including the Community Recovery Service (CRS) within ROADS.

2. Principal Accountabilities

- 2.1 To encourage ambition, motivate and support individuals to become free from their problematic drug and/or alcohol use and to achieve their goals (SCDHSC0438).
- 2.2 Based in GP Practices, to provide a range of evidence-based, structured support packages to people with primary problematic opioid use and/or dependent alcohol use as part of a contractual arrangement with a GP (SCDHSC0415, SCDHSC0025, SCDHSC0386, AI3.2012, AI1.2012, AI2.2012, GEN135, AH1.2014, AH10.2014).
- 2.3 To establish and maintain good liaison with General Practitioners, their reception staff and wider health care team, participating in team meetings and training where appropriate. (LS1AG12).
- 2.4 Following referral from Community Recovery Service (CRS) assessment workers, continue opioid substitute prescriptions under GP clinical supervision through assessment and stabilisation, maintenance or detoxification pathways (AH11.2014, AH1.2014, AH7.2014, AE1, 2014, AH10.2014, SCDHSC0025, SCDHSC0415, GEN135).

- 2.5 Following referral from Community Recovery Service (CRS) assessment workers, prepare dependent alcohol users for, and support them through and beyond medically assisted detoxification in collaboration with GPs or other prescribing professional (SCDHSC0415, AH10.2014, AH7.2014, AB5.2014).
- 2.6 To facilitate harm reduction amongst all service users being treated within Primary Care (AB2.2012).
- 2.7 To undertake urinalysis and mouth swab testing (AE1.2014).
- 2.8 To offer and encourage BBV testing and promote access to treatment regarding BBV infection where appropriate (SCDHSC0438).
- 2.9 In consultation with Team Leaders, to offer Contingency Management packages to service users in particular circumstances, to improve chances of best outcomes for those individuals.
- 2.10 To work with individuals who have become free of problematic drug and alcohol use, and encourage ambition, motivate and support them in the early stages of their recovery journey, ensuring transitions within ROADS and beyond are seamless and accessible to all service users (SCDHSC00438, SCDHSC0025).
- 2.11 To use care planning tools to evaluate progress and agree ongoing recovery targets as appropriate with service users (SCDHSC0025).
- 2.12 To use risk tools and make appropriate adult and child safeguarding referrals as needed (SCDHSC0035).
- 2.13 To be involved in regular reviews with GPs and service users (SCDHSC0415).
- 2.14 To promote active engagement of service users with other recovery support interventions, including the ROADS CRS, mutual aid meetings, and other services when appropriate, and to liaise with other such agencies (SCDHSC0386, SCDHSC0348, LS1AG12).
- 2.15 To work closely with ROADS Complex Service to promote a co-ordinated policy of care for drug and alcohol users receiving treatment from GPs (SCDHSC0025, SCDHSC0386).
- 2.16 Additional duties for Shared Care Workers (Responsibilities taken on an individual and time limited basis).
 - To provide temporary cover of BDP surgery sessions in cases of unplanned staff absence and annual leave for alcohol detoxes.
 - To assist Team Leaders in delivery in specialist areas of provision by taking responsibility with regard to particular areas of provision including: mental health; domestic violence, housing, ETE, criminal justice and diversity & inclusion.

General Duties

- 2.17 To be proactive in reviewing and evaluating own performance and identifying and acting on areas for improvement and development (SCDHSC0043).
- 2.18 To provide advice and assistance to the Chief Executive, the Service Manager and the Board of Trustees about the development of resources (CFAM&LCA1).
- 2.19 To maintain timely and appropriate records (both electronic and manual), within required timescales.
- 2.20 To assist in the promotional/educational work undertaken by the Project (AD1.2012, SCDHSC0043).
- 2.21 To assist in the recruitment, training and where appropriate, to be responsible for, the support of volunteers, peers and supervision of students on placement (SCDHSC0043).
- 2.22 To attend such internal and external meetings as directed (LS1AG12).
- 2.23 To take all reasonable steps to comply with the Health & Safety at Work Policy (GEN134).
- 2.24 To work within the framework and spirit of the agency's Equalities Policy and to engage in actively promoting the Policy within the Project, and in all dealings with other agencies.
- 2.25 After reasonable consultation, to undertake any other task which is necessary, if called to do so by the SML Service Manager.

3. Dimensions

3.1 Finance

- 3.1.1 No budgetary responsibilities.

3.2 Staffing

- 3.2.1 Working within a team of Substance Misuse Liaison Workers, but largely working alone.

3.3 Environment

- 3.3.1 A minimum of 70% of time will be GP Practice based in Bristol.
- 3.3.2 Hours of work: Hours of work: 37.5 hrs per week. As per contract of employment. BDP's core working hours for all posts are Monday – Saturday, 9am - 8pm. For this role hours will be mainly those coinciding with GP

Surgery hours including early morning or early evening as needed to meet needs of service users.

3.3.3 Travelling to and from GP Practices in Bristol is an integral part of the role.

3.4 Technology

3.4.1 A standard level of involvement with office equipment.

3.4.2 Competent routine daily use of and inputting into ROADS electronic case management system and NHS electronic patient record systems.

4. Supervisory Responsibilities

4.1 No staff supervisory responsibilities.

5. Qualifications and Experience

These are set out in the Person Specification.

6. Context

6.1 Contacts

6.1.1 Across BDP: all staff and volunteers.

6.1.2 External to BDP: Other drug and alcohol service providers within and outside of Bristol ROADS, GPwSI, General Practitioners, GP practice managers, pharmacists, health centre reception staff, social workers, probation officers, outreach services, commissioned and non-commissioned housing providers and a wide range of generic and community services.

7. Scope for Impact

7.1 Decisions that can only be made with reference to line management.

7.1.2 Policy changes; anything which would significantly impact on the rest of the organisation; anything with financial implications; significant service development; representing the agency to the media or other organisations.

7.2 Decisions that can be made without reference to line management.

7.1.2 Detailed operational issues and organisation/prioritising of work.

8. Special Notes or Conditions

- 8.1 An enhanced Disclosure and Barring Service check is a prerequisite of offer of employment.
- 8.2 Post-holders are required to have a Hepatitis B vaccination
- 8.3 This is a post in a developing service, which involves a wide range of agencies. The priorities for this role will be under review and may change as the service develops requiring flexibility from the post holder

Reference	DANOS Competence
SCDHSC0438	Develop and disseminate information and advice about health and social well-being
AI1.2012	Use recognised theoretical models to provide therapeutic support to individuals who misuse substances
AI2.2012	Help individuals address their substance misuse through an action plan
AB2.2012	Support individuals who misuse substances
SCDHSC0415	Lead the service delivery planning process to achieve outcomes for individuals
SCDHSC0025	Contribute to implementation of care or support plan activities
SCDHSC0386	Assist in the transfer of individuals between agencies and services
AI3.2012	Use recognised theoretical models to provide therapeutic support to groups of individuals who misuse substances
AH11.2014	Prepare prescriptions for controlled drugs for substance users
AE1.2014	Test for alcohol and other substance use
AH10.2014	Work with individuals to encourage a reduction in harmful alcohol consumption and drinking behaviour
GEN135	Support individuals to take their medication as prescribed
AH1.2014	Manage the prescription of controlled drugs for substance users
AH7.2014	Support individuals through detoxification programmes
LS1AG12	Liaise with other services
GEN134	Contribute to the prevention and management of abusive, aggressive and challenging behaviour
SCDHSC0043	Take responsibility for the continuing professional development of yourself and others
SCDHSC0035	Promote the safeguarding of individuals
AD1.2012	Raise awareness about substances, their use and effects
CFAM&LCA1	Identify and evaluate opportunities for innovation and improvement
AB5	Assess and act upon immediate risk of danger to substance users

Person Specification: Substance Misuse Liaison Shared Care Worker

The person appointed to this post will be able to demonstrate that they have acquired, (or where appropriate have the potential to develop) the following:

Essential criteria

Personal Qualities

- Non-judgemental approach
- Welcoming
- Empathy
- Commitment to empowering service users.
- A profound belief in an individual's capacity for change and an ability to motivate others to change.
- Capacity to handle responsibility and remain enthusiastic and motivated working with people with complex needs.

Competencies and Skills

- Strong engagement skills, demonstrating flexibility, persistence and imagination in engaging service users.
- Good communication and key working skills.
- Harm reduction skills
- Ability to liaise effectively with other organisations including GPs and other health professionals.
- Brief Intervention skills and experience e.g. Motivational Interviewing, brief solution focussed therapy, contingency management and use of ITEP style interventions.
- Good reasoning and numeric skills.
- A good standard of IT skills.
- Problem solving skills.
- Planning and organisational skills.

Experience & Knowledge

- Minimum of 1 years' experience of at least a day a week or equivalent, of working directly with people whose drug or alcohol use is problematic.
- Knowledge and understanding of effective treatment interventions for drug and alcohol users.
- Proven ability to build relationships, and to work collaboratively and successfully in a team environment across sectors and agencies.
- Proven ability to promote and apply good practice in equality and diversity.
- Proven ability to operate risk management and safe working practices in working with vulnerable clients.
- A solid understanding of the recovery process and a commitment to achieving ambitious outcomes with service users.

General

- A UK driving licence and access to independent transport to fulfil the role requirements.

Desirable criteria

- Past personal treatment **experience** of problematic alcohol/drug use with 2 years substance free in the community.
- Relevant qualification (DANOS recognised), e.g. Substance Misuse Qualification, Social Work, Nursing, Relevant NVQ (Level 3 or higher).
- Fluent in a South Asian, East European or other language widely spoken by Bristol's population.