



## **Bristol Drugs Project**

### **Job Description: Substance Misuse Liaison Team Leader**

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

#### **1 Job Purpose**

The Shared Care Team Leader is responsible for a locality-organised team of Shared Care workers, delivering Opioid Substitution Treatment with a strong psychosocial component and alcohol detox programme within Primary Care settings. The Team leader will ensure effective service delivery within GP Practices, supervising and supporting Shared Care staff, evaluating and monitoring individuals' and system performance and responding to queries from Primary Health care teams as needed.

The Shared Care Team Leader will be proactive in overseeing delivery of the OST and the alcohol detox service within GP Practices, ensuring Shared Care team are trained, supported and that prescribing GPs are satisfied with the service delivery. This role requires leadership in the delivery of high quality, evidence- based practice that safeguards service users and their children, achieves the best possible outcomes for individual service users, and ensures strong relationships with Primary Care staff enabling a truly shared care approach to drug and alcohol treatment in the community.

#### **2 Principal Accountabilities**

- 2.1 Develop, provide and support effective delivery of appropriate services for users of primary care based provision, taking lead responsibility for the geographical area covered by the Team Leader (CFAM&LDB1, CFAM&LDB8, CFAM&LCA1, CFAM&LDB2AD1.2012, HT4, HP17).
- 2.2 To be responsible for induction, supervising, supporting and encouraging the professional development of staff for whom s/he has responsibility, including regular appraisals (SCDHSC0043, CFAM&LBA3, CFAM&LBA2, GEN68, GEN133, GEN 132, GEN134 ADI.2012GEN35, CFAMLDC2).
- 2.3 Lead in ensuring delivery of high quality evidence- based interventions for problem drug and alcohol users delivered by Shared Care in partnership with General Practitioners, including assessment, stabilisation and detoxification from drugs and alcohol (CFAM&LDB3, SCDHS0415, AB2.2012, AB5.2014, PHP44, PHP45, GEN 131).
- 2.4 Proactively review and evaluate the performance of their supervisees to achieve best possible outcomes for individual service users and monitoring progress against expected service outcomes, leading strategic reviews and

offering training and performance management where needed (GEN68, GEN133, CFAM&LDA6, CFAM&LDA7, GEN132, SCDHSC0035).

- 2.5 Take a lead in organising cover workers to ensure continuity of sessions during Shared Care annual leave or sickness (CFAM&LDB2).
- 2.6 Establish and foster good liaison with GPs, Primary Care Teams and Pharmacies in their geographical locality (GEN48, LS1AG12).
- 2.7 To work closely with ROADS Complex Service to promote a co-ordinated policy of care for drug and alcohol users receiving treatment from GPs, ensuring pathways to and from Complex Service met service users' needs (SCDHSC0025, SCDHSC0386).
- 2.8 Ensure smooth working of pathways for Service Users into the other treatment pathways within ROADS (SCDHSC0386).
- 2.9 Respond to service user concerns and complaints, escalating to the SML Service Manager as needed (CFAM&LBB4).
- 2.10 To be accountable to the SML Service Manager for staff being supervised (GEN36, CFAM&LEA3, CFABAD322).
- 2.11 In consultation with the SML Service Manager, contribute to the setting up of new service provision, including training of Primary Care team staff. (CFAM&LCA1, AD2.2012).
- 2.12 In consultation with the SML Service Manager, contribute to service development in line with agency priorities (CFAM&LCA1).
- 2.13 To take a lead for the Shared Care service in one or more of these areas: mental health & learning disability; domestic violence, housing and homelessness accommodation pathway, criminal justice, diversity & inclusion.

### **General Duties**

- 2.14 To be proactive in reviewing and evaluating own performance and identifying and acting on areas for improvement and development (SCDHSC0043).
- 2.15 To provide advice and assistance to the SML Service Manager and the Chief Executive about the development of resources available to the project (CFAM&LCA1).
- 2.16 To provide advice and assistance about the evaluation of the services offered (SCDHSC0442).
- 2.17 To maintain appropriate records and monitoring (EN68, H14.2010, CFAM&LDB3, CFABAD322).
- 2.18 To ensure staff for whom s/he has responsibility maintain appropriate records.

- 2.19 To assist in the promotion/education work undertaken by the project (AD1.2012).
- 2.20 To assist in the recruitment, training and where appropriate, to be responsible for the support of volunteers and trainees.
- 2.21 To attend such internal and external meetings as directed (LS1AG12).
- 2.22 To take all reasonable steps to comply with the Health and Safety at Work Policy (PROHSS3, GEN134, SCDHSC0035).
- 2.23 To work within the framework and spirit of the agency's Equalities Policy and actively promote the Policy within the project, and in all dealings with other agencies.
- 2.24 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 Supervising Shared Care Workers, and Trainees working within this service.

#### **3.3 Environment**

- 3.3.1 Hours of work: 37.5 hrs per week. BDP's core working hours for all posts are Monday – Saturday, 9am - 8pm. For this role hours will be mainly normal daytime 'office' hours; occasional evening work may be required.
- 3.3.2 Travelling to and from GP Practices in Bristol is an integral part of this role.

#### **3.4 Technology**

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

### **4 Supervisory Responsibilities**

- 4.1 Responsible for supervising Shared Care Workers, and Trainees whilst working in this service.

### **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.**

7.1.1   Anything with financial implications, significant service development, changes to policy, representing the agency to the media and other organisations.

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

7.2.1   Detailed operational issues regarding this post and those of supervised staff.

## **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

## TERMS & CONDITIONS OF EMPLOYMENT

**Salary:** BDP Pay Scales. Band 3 of BDP's Locally Agreed Pay Scales Pts 6-7

**Holiday:** 27 days per annum plus statutory holidays (pro rata)

Reference	DANOS Competence
SCDHSC0043	Take responsibility for the continuing professional development of yourself and others
AB2.2012	Support individuals who misuse substances
AB5.2014	Assess and act upon immediate risk of danger to individuals who have used alcohol and other substances
CFAM&LBA3	Lead your team
CFAM&LBA2	Provide leadership in your area of responsibility
GEN68	Monitor compliance with quality systems
CFAM&LDB3	Quality assure work in your team
GEN133	Manage a service which achieves the best possible outcomes for the individual
GEN35	Provide supervision to other individuals
GEN36	Make use of supervision
CFAM&LEA3	Manage the use of financial resources
CFABAD322	Analyse and report data
FSP MA2	Provide management information
CFAM&LCA1	Identify and evaluate opportunities for innovation and improvement
SCDHSC0415	Lead the service delivery planning process to achieve outcomes for individuals
SCDHSC0386	Assist in the transfer of individuals between agencies and services
SCDHSC0025	Contribute to implementation of care or support plan activities
SCDHSC0442	Evaluate the effectiveness of health, social care and other care services
PR)H553	Safely control work operations
SCDHSC0035	Promote the safeguarding of individuals
CFAMLDB3	Quality assure work in your team
H14.2010	Manage information governance in a health context
GEN68	Monitor compliance with quality systems
GEN131	Support and challenge teams and agencies on specific aspects of their practice
LS1AG12	Liaise with other services
PHP45	Lead others in improving health and wellbeing
PHP44	Sustain and share a vision of improving health and wellbeing
GEN134	Contribute to the prevention and management of abusive, aggressive and challenging behaviour
HP17	Contribute to implementing measures to manage and an incident or outbreak
HT4	Manage and organise your own time and activities
CFAM&LDA7	Initiate and follow grievance procedures
CFAM&LDA6	Initiate and follow disciplinary procedures
CFAM&LDB2	Allocate work to team members
CFAM&LDB8	Manage conflict in teams
CFAM&LDC2	Support individuals learning and development
GEN132	Support and challenge workers on specific practise
CFAM&LDB4	Ensure compliance with legal, regulatory, ethical and social requirements
CFAM&LDB1	Build Teams
AD1.2012	Raise awareness about substances, their use and effects

## Person Specification Team Leader for the Shared Care (SML) Service

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

Essential criteria
<u><i>Personal Qualities &amp; Values</i></u> <ul style="list-style-type: none"><li>• A commitment to achieving ambitious outcomes for service users.</li><li>• Empathy</li><li>• Non-judgemental approach</li><li>• Commitment to empowering service users.</li><li>• A commitment to equalities and anti-discriminatory practice and valuing diversity</li><li>• </li><li>• </li></ul>
<u><i>Competencies and Skills</i></u> <ul style="list-style-type: none"><li>• Excellent communication skills</li><li>• Problem solving skills</li><li>• Ability to liaise effectively with other organisations including GPs and other Health Professionals.</li><li>• Reasoning and numeric skills.</li><li>• Presentation and training skills.</li><li>• Planning and organisational skills.</li><li>• </li><li>• A good standard of IT skills</li></ul>
<u><i>Experience &amp; Knowledge</i></u> <ul style="list-style-type: none"><li>• Minimum of 2 years' experience of working with people experiencing problems with drugs or alcohol</li><li>• Knowledge and understanding of current guidelines, policies and best practice treatment interventions for drug and alcohol users.</li></ul>

<ul style="list-style-type: none"> <li>• Demonstrable ability to supervise staff.</li> </ul>
<u>General</u> <ul style="list-style-type: none"> <li>• A UK driving licence and access to independent transport to fulfil the role requirements.</li> </ul>
<b>Desirable criteria</b>
<ul style="list-style-type: none"> <li>• Past personal treatment experience of problematic alcohol/ drug use with 2 years substance free in the community.</li> <li>• Brief intervention skills and experience, including motivational interviewing, brief solution focussed therapy, IBA and use of ITEP style interventions.</li> <li>• Experience of working with GPs and Primary Health Care staff in Bristol.</li> <li>• Relevant qualification (DANOS recognised), e.g. Substance Misuse Qualification, Social Work, Nursing, RCGP Part One Certificate in working with substance users in primary care, NVQ (Level 3 or higher).</li> <li>• Fluent in a South Asian, East European or other language widely spoken in Bristol</li> </ul>