

**STAFF JOB DESCRIPTION & PERSON SPECIFICATION**

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| **1. JOB DETAILS** |

**Job Title**: ARBI **(**Alcohol Related Brain Injury) Social Care Coordinator

**Grade/Salary Scale**: £25,824 – £29,025

**Responsible to**: Operations Manager

**Hours:** 37.5 hours per week (Fixed Term 1 Year in the First Instance)

Signpost Recovery aims to ensure that the salaries we offer are competitive in comparison to the equivalent markets. Each year the organisation undertakes a pay and grading review to ensure our salaries take cognisance of the wider fiscal climate and/or that they remain appropriately remunerated in accordance the organisational expectations of each role.

Our policy and practice in regard to the recruitment of staff means that new appointments will normally be made at the lowest point of the pay scale within the evaluated grade for the post. Where a candidate is seeking to be appointed on a higher point than that of the lowest point of the evaluated grade, this must be highlighted, no later, than the interview stage of the recruitment process, however, no agreement will be given to this or the possibility of this throughout the duration of the recruitment process and this would only be a consideration after an individual is deemed to be the preferred candidate.

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| **2. ROLE &TEAM OVERVIEW**  |

The Alcohol Related Brain Injury Service is a multi-disciplinary service operating across Forth Valley. The Social Care Coordinator post will work under the direction of the Nurse Team Leader within the Substance Misuse Service (SMS) and will work alongside a small team of RMN Nursing Staff, Medical Staff and Psychology professionals in order to provide a service specifically designed to respond to the needs of individuals affected by ARBI.

The role involves engaging with individuals who have a number of health and social care issues, particularly in relation to the impact of alcohol use. The post-holder will play a crucial role in developing and supporting an outcomes-focused culture within the service and ensuring that effective systems are in place to support operational delivery, measure and improve performance and achieve service objectives.

The post-holder will hold overall responsibility for data collection, collation and reporting across their sphere of accountability and will play a key role in the continuous improvement of the service and the expectation will be that all reporting and data analysis produced is accompanied by clear recommendations. The role will be involved in gathering and reporting all types of performance data including internal and external audits, service user and stakeholder feedback, and partnership performance figures.

The post holder will be required to work across a number of operational sites throughout Forth Valley and they will be required to flexible in accordance with the exigencies of the service. Additionally, the post holder will be expected to take responsibility for their own continuous professional development, therefore, identifying their own personal training needs and participating in regular supervision and appraisal.

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| **3. ORGANISATIONAL STRUCTURE & REPORTING CHART**  |

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| **4. KEY DUTIES AND RESPONSIBILITIES**  |

**SERVICE DELIVERY**

1. Be responsible for the assessment, planning, implementation, and evaluation of programmes of support;
2. Act as the service contact person for designated professionals ensuring that they are prioritised accordingly;
3. Support people throughout their re-integration within the local and wider community following period(s) of residential/in-patient care;
4. Co-ordinate and participate in multi-disciplinary meetings in respect of ARBI assessment(s) and individual support plans;
5. Ensure completion of the relevant documentation and data gathering systems;
6. Work with people, their carers and partner agencies to ensure the provision and development of care packages reflects their needs and aspirations;
7. To oversee and co-ordinate data collection at the agreed intervals in order to contribute jointly to quarterly, ad hoc, annual and evaluation performance reports;
8. Embrace monitoring and evaluation systems including client evaluation questionnaires, Local Delivery Plan and waiting time information, outcomes information and the relevant quality assurance frameworks such as the National Quality Principles for substance misuse services.
9. Develop programmes that will engage the target group and encourage compliance with health promotion, treatment and care regimes;
10. Demonstrate a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment;
11. Provide assurances to the Signpost Recovery Senior Management Team (SMT) through adherence to the relevant governance processes in the delivery of project targets and/or objectives with a key focus on project and organisational outcomes;
12. To manage the risk(s) associated with service delivery, stakeholder engagement and client interactions;
13. To report both formally and informally through a range of communication means to the Signpost Recovery SMT, steering groups, commissioners and other Stakeholders;
14. To co-ordinate consultation and community outreach with service users and stakeholders using a range of techniques, and to collate, analyse and report on findings;
15. Both undertake and supervise the administrative tasks relating to service user work i.e. case note recording, telephone and written correspondence with clients, filing of current case files and completion of relevant forms e.g. monthly workload sheets and CarePartner.
16. Work to legislative, ethical, policy and procedural requirements including, but not limited to:
* Signpost Recovery policies and procedures (Human Resources, Health & Safety and Operational);
* Forth Valley Substance Misuse Services specific procedures, protocols, guidance and policies (Integrated Clinical Governance);
* Signpost Recovery case management policies and procedures;
* Scottish Social Services Council (SSSC) codes of practice for Social Service’s Workers and Employers;
* Other relevant policies and procedures that uphold best practice in respect of our response to both children and vulnerable adults.
1. Use communication systems to good effect including email, social media, websites, meeting agendas and notice boards.
2. Undertake other tasks as agreed through supervision and/or requested by the Operation Manager or General Manager, Signpost Recovery
3. Work flexibly in response to organisational, project and local needs, including evenings, and on occasion, weekends;

**HEALTH & SAFETY (H&S)**

1. To ensure all possible steps are being taken to account for the personal safety of both staff and service users during working hours.
2. Show initiative in terms of demonstrating care for the work environment to promote effective and safer working practices.
3. To work within professional boundaries maintaining practice standards, safety and appropriate confidentiality at all times.
4. To make the Operations Manager, H&S Adviser and H&S representatives aware of any potential and/or actual difficulties arising from operational or staff management that are to the detriment of organisational or client H&S.
5. Adhere to all Signpost Recovery and where appropriate, NHS Forth Valley and local authority safety policies and procedures.

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| **SUPPORT AND SUPERVISION**1. To ensure service provision is delivered in compliance with the law, regulatory bodies and relevant national and local policies, standards and guidance, including the SSSC, Care Inspectorate, National Quality Principles, GIRFEC and Integrated Clinical Governance standards.
2. Ensure confidentiality and data protection is maintained in accordance with the requirement of the Information Commissioners Office (ICO), Information Governance, contractual requirements and the General Data Protection Regulations, 2018
3. Keep up-to-date with developments and new initiatives in policy, public health, naloxone, drug related deaths, treatment, and legislation that may have an impact on Signpost’s provision of harm reduction services.
4. Participate in both supervision and appraisal sessions as directed and ensure your adherence to mandatory training, continuous professional development (CPD) requirements and Personal Review & Development Plans (PRDP).
5. To ensure effective team functioning, good working relationships and a cohesive team.

**GENERAL**1. Assist in the planning and delivery of existing, potential opportunities and actual new services and/or initiatives that will enhance opportunities, interventions, and outcomes for ARBI clients.
2. Adhere to the Signpost Recovery Equal Opportunities Policy with regard to both staff and service users of Signpost Recovery.
3. To not disclose to anyone other than in the proper course of your employment or where required by law, any information of a confidential nature relating to Signpost Recovery, its business, service users or stakeholders. This duty will continue to apply after termination of your employment. Guidance on the standards expected can be found in Signpost’s Employee Handbook.
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| **5. COMMUNICATIONS AND WORKING RELATIONSHIPS** |

As a representative of Signpost Recovery, and in the course of your work, you will be expected to conduct yourself in a professional manner and consistently demonstrate a high level of effective communication, knowledge, solution focussed and interpersonal skills with regard to your interactions with others e.g. colleagues, and all other professionals and service users. Moreover, this role will require you to deploy a combination of communicative, service promotion and negotiation skills in order to identify, build, or enhance relationships with a broad range of partners, including specifically the NHS, Local Authority and ‘Third Sector’ staff.

The Operations Manager will be the designated line manager for this post and they will monitor, support and supervise your work and they will be your direct point of contact with regard to any issues arising from your role, duties etc.

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| **6. PERSON SPECIFICATION** |

| **JOB TITLE: HEALTH & WELL-BEING CO-ORDINATOR** |
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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications, Training & Experience | * Educated to degree level or equivalent relevant experience
* Minimum of one year’s experience

of team leading, supervision andproject management, preferably in a community development and/or health & social care setting; * Experience in developing structures and systems to support the attainment of project objectives in an asset-based community development approach;
* Ability to develop and maintain effective relationships with stakeholders and key partners.
 | * Management qualification at SCQF 8 or above;
* Membership of a relevant professional body; and/or
* Experience of Fundraising/ Bid writing.
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| Knowledge | * Good knowledge of the ‘third sector’ role, opportunities and challenges in respect of Health and Social Care Integration;
* An excellent awareness of the causes and impact(s) of health inequalities;
* Detailed knowledge of the Scottish Government agenda in respect of Community Justice;
* Knowledge and understanding of up-to-date policy, research and good practice relating to complex care groups and health;
* Analysis, critical appraisal and report writing skills; and
* Effective numeracy/data interpretation, analysis and presentation skills.
 | * National and local policies and strategies in relation to integration joint boards and/or integrated health & social care provision.
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| Attributes | * Self-directed ability to manage both your own and others workload(s), and manage, plan, organise and prioritise workload to meet strict deadlines;
* Demonstrable and facilitative leadership skills;
* A commitment to seeking, implementing and supervising learning opportunities to improve and broaden your both your own and your supervisee’s professional knowledge and skills, including, facilitating and/or participating in line management and supervision whilst all the while acting as a positive role model;
* Excellent communication and inter-personal skills, including sensitivity, tact and astuteness; and
* Ability to work on own initiative as well as part of a team.
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| Other (Specify) | * Full UK Driving Licence;
* Able to work and manage under pressure and deal with situations of a sensitive and/or emotive nature;
* Flexible working to meet the exigencies of the project;
* Carry out role with credibility and professionalism; and
* Client, stakeholder and service delivery orientation.
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| **7. PVG / DISCLOSURE INFORMATION** |

Signpost Recovery complies fully with the Disclosure Scotland Code of Practice, issued by Scottish Ministers, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997, or the Protection of Vulnerable Groups (Scotland) Act 2007, (hereafter PVG), for the purposes of assessing applicants' suitability for positions of trust. Therefore, Signpost Recovery has determined that this post is classed as undertaking restricted work with protected adults that must be covered by the successful candidate having undertaken a satisfactory- **PVG Scheme Record for Restricted Work with Protected Adults.**

Furthermore, should you fail to complete your probationary period, you will be expected to meet the cost of Signpost Recovery applying for and administering their PVG application. Whilst this is subject to pricing beyond that of our control and may rise at any time, the cost for the administration and fees associated with a new application to join PVG are £59 and the cost for an existing member to have a Scheme Record Update is £18.

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| **8. JOB DESCRIPTION & PERSON SPECIFICATION – AGREED BY POST HOLDER** |

**The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may, from time to time, be asked to undertake other reasonable duties.**

**Any changes will be made in discussion with the post holder and in the light of service needs.**

**I hereby understand and agree to the information contained within this document.**

Signature of Employee: ……………………………………………Date…………………

Signed on Behalf of the Employer: ……………………………….Date…………………