# cid:image003.jpg@01CE7329.B1739B00

**STAFF JOB DESCRIPTION**

|  |
| --- |
| **1. JOB DETAILS** |

**Job Title:** Senior Project Worker (**Fixed Term to March 2021**)

**Grade/Salary Scale**: £25,200

**Responsible to**: Service Manager

**Hours:** 35 hours a week

|  |
| --- |
| **2. JOB PURPOSE & TEAM OVERVIEW** |

The Tackling Inequalities and Improving Outcomes Project (TIIO) works with individuals aged 16+ years who reside within the Falkirk Council area and who are either on a current statutory order with Falkirk Criminal Justice Service such as a Community Payback Order or a Structured Deferred Sentence, subject to post –release supervision licences such as Parole / non-parole licence or referred via the CJS Diversion from Prosecution Scheme. Engagement with TIIO is voluntary.

The TIIO Project is not a self-referral service; the target population are identified via Courts, Procurator Fiscal, and Falkirk Justice Service. The intensity of intervention and support offered by TIIO is based on individual complexity and assessed level of risk.

Individuals subject to involvement in the Justice System tend to present with complex needs such as substance misuse, poor mental and physical health, homelessness, unemployment, disengaged from their families, are labelled by society as ‘offenders’, marginalised and often excluded from their own communities. As a consequence of their lifestyle and circumstances these individuals present with significant barriers, for example they are often hard-to-engage, have a distrust of authority and services, and may have had statutory social work involvement in their lives from a young age.

AIM:

The Tackling Inequalities & Improving Outcomes Project (TIIO) aims to reduce health inequalities and improve the health and wellbeing of people in the justice system by identifying and addressing the health-related factors that impede their access to, and ability to engage in, volunteering, training, further learning and employment. Almost every health problem, social issue and economic disadvantage is over-represented in the people who make up the justice cohort. This Project aims to positively target those with a history of offending to afford them an opportunity for support whereby we will actively work with them in order to address the identified health inequalities and therefore improve their health and wellbeing outcomes. The project is a partnership between Signpost and Justice Services.

The focus of the service is on a ‘whole person response’ which encompasses a wide ranging and coordinated effort to deliver effective and responsive care, to address both the cause and effect of the issues experienced. The TIIO model brings multi-disciplinary agencies and/or services together to work in partnership to support individuals who are currently involved with Falkirk Council Justice Service, systematically eradicating the inefficiency of services working in isolation.

Objectives:

The key focus of the project is helping individuals to:

* Connect to their communities and feel less socially restricted and isolated;
* Optimise their levels of physical and emotional health & well-being;
* Achieve economic well-being - ensuring that people’s income is maximised, debts are managed and where appropriate, the applicable welfare benefits are applied for and/or accessed;
* Access a wide range of opportunities to support their non-offending behaviour, community re-integration and inclusion which include, but are not exclusively limited to, adult literacy, lifelong learning, mentoring, advocacy, employment and volunteering, social and leisure, healthy living support including local opportunities to get healthier and make better lifestyle choices regarding food, smoking, alcohol and harm minimisation;
* Engage in substance misuse services
* Be supported to be independent and manage their long-term conditions;
* Have increased social skills; and
* Better supported to manage their recovery.

Through the support of the Health & Social Care Partnership the TIIO Project in partnership with Community Justice and other health & social care partners will:

* Help ensure the appropriate use of community and inpatient mental health care;
* Increase numbers of people accessing support including information, advice and referral;
* Where appropriate, increase access to early intervention services and supports;
* Improve their skills, abilities and knowledge with respect to managing their tenancies;
* Ensure those they are engaging with are supported to achieve improved emotional wellbeing;
* Contribute to reducing stigma and discrimination throughout Falkirk;
* Support co-working and collaboration between primary care services, health and social care to meet the totality of individual, family and needs and, where appropriate, prevent the need for higher tiered intervention; and
* Increase levels and models of mutual/peer, community and/or general support.

TIIO staff use a person-centred approach and tailor support and interventions to meet each individuals needs which is more likely to lead to sustainable change as the foundations are put in place for the future. Throughout engagement with the service advocacy support is provided to give Service Users a voice, enable them to express their views and make their own contributions and decisions. This is an invaluable service by providing support to individuals, including accompanying them to a wide range of appointments, to address their basic needs, health and wellbeing. This invaluable support in turn enables social workers to fully focus their time and skills on addressing the individual’s risks and offending behaviours. The co-located multi-disciplinary approach provided by TIIO (Signpost - Social Inclusion Project) and CJSW is essential in providing holistic risk/needs led intervention package to complex, hard-to-engage individuals within the justice system to support them and break down the barriers that are preventing them from re-engaging with their families and communities.

Furthermore, the Project Worker will have a responsibility to contribute to the overall performance of the TIIO to ensure that contractual outputs and targets are achieved. There is a responsibility for the post-holder to demonstrate a commitment to continuous improvements in service delivery for the benefit of the service user, the Project and the partners. The post-holder will be required to work from a number of operational sites across the local authority areas and work flexibly within an agreed number of hours to maintain the most appropriate level of provision.

|  |  |  |
| --- | --- | --- |
| |  | | --- | | **3. ORGANISATIONAL STRUCTURE & REPORTING CHART** | | |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Signpost Recovery Organisational Structure - Social Inclusion Project (SIP)** | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  | Chief Executive - Sheila Graham | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  | Head of Services - Jane Menzies | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  | Service Manager - Claire Hughes (SOUTH) | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  | | SIP Community | | |  | SIP - TIIO (Brockville, CJ) | | |  | SIP - Housing 1st (Housing) | | | | Project Worker (IJB funded) | | |  | Senior Project Worker (IJB Funded) | | |  | Project Worker (Falkirk Council) | | | |  |  |  |  |  |  |  |  |  |  |  | | Project Worker (IJB Funded) | | |  | Project Worker (IJB Funded) | | |  | Support Worker (Falkirk Council) | | | |  |  |  |  |  |  |  |  |  |  |  | | Support Worker (CJ Funded) | | |  | Administrator (IJB Funded) | | |  |  |  |  | | |  | |  |  |  |  |  |  |  |  |  |

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

**SENIOR RESPONSIBILITIES:**

1. Have a supervisory role for the Signpost Recovery Project/Support Workers within the Falkirk area;
2. Ensure paperwork and statistics are completed by all workers in a timely manner;
3. Assist the administrator in weekly tasks as appropriate;
4. Collate statistics to assist the Service Manager;
5. Be a point of contact for Project/Support workers and partner agencies as appropriate;
6. Allocation of new referrals to Project/Support workers
7. Other tasks as deemed appropriate

**WORKING WITH SERVICE USERS**

|  |
| --- |
| 1. Ensure that holistic and person-centred support underpins all aspects of work; 2. Be responsible for the assessment, planning, implementation, and evaluation of programmes of support; 3. Receive referrals and pro-actively make contact with the service users in their own environment or in the most appropriate location for contact with them (eg Hospital Ward, A&E, Police Custody, Home, Homeless Hostel) 4. Ensure that all assessments, care plans, notes, records, reviews, and discharge plans are kept up-to-date and stored securely in accordance with information governance tools. This includes entering data into multi-disciplinary database’s; 5. Act as the service contact person for designated professionals ensuring that they are prioritised accordingly; 6. Carry a caseload and ensure continuity-of-care for service users through effective working and liaison with partnership agencies (e.g. Social Work); 7. Support people throughout their re-integration within the local and wider community following period(s) of residential/in-patient care; 8. Where appropriate work to support shared care arrangements for service users; 9. Co-ordinate and participate in multi-disciplinary meetings in respect of SIP assessment(s) and individual support plans; 10. Ensure completion of the relevant documentation and data gathering systems; 11. Make referral to relevant treatment services based on the needs of the service user and ensure the uptake of treatment by ensuring transitions of care i.e. arranging 3-way care transfer meetings and assisting to appointment’s as necessary; 12. Contribute to the development of SIP by providing advice and information to partners on all areas related to operational matters; 13. Liaise and work in partnership with key stakeholders such as the police, housing, local authority workers, treatment services and other agencies to the benefit of your client group; 14. Keep up to date with all SIP related matters thus acting as a resource for substance misuse services and key stakeholders; 15. To understand, act upon and comply with the need to protect children and vulnerable adults through your knowledge, actions and adherence to the relevant principles, policies and procedures in respect of the multi-agency Forth Valley Child Protection (CP) and Adult Support and Protection (ASP) protocols.   **PARTNERSHIP WORKING**   1. Liaise and maintain effective links and work in collaboration with a range of agencies/partners/organisations for the purpose of joint working with and effective outcomes for service users, including gathering information for robust assessment. Attend and participate in multi-disciplinary meetings, deliver presentations and training as required. 2. Develop close links and working relationships with community services (across the Forth Valley area in order to ensure communication, joint working and information sharing for the effective continuity of care for services users. 3. Work closely with all substance misuse services to ensure appropriate joint delivery of the Integrated Care Pathway (ICP). 4. Attend and participate in meetings e.g. Signpost Team Meetings, Multi-agency Public Protection Arrangements (MAPPA), GIRFEC, child protection and Adult Support Protection to create working conditions conducive to providing better and fairer services to service users, their families and the wider community.   **ADMINISTRATION** |
|  |
|  |
|  |
|  |
|  |
|  |
| 1. Maintain a knowledge and understanding of, and comply with Quality Improvement Framework (QIF) approved guidelines, protocols etc., Signpost Recovery Policy & Procedures, Scottish Social Services Council (SSSC) codes of practice and Health and Safety at Work. 2. Complete reports to a high standard, maintaining accurate and up to date records of service user’s progress within specified time requirements. 3. Maintain accurate and up to date records, reports, data, case files and Recovery Plans that conform to appropriate protocols, National Quality Principles and audit standards, contract requirements and service level agreements. 4. Ensure all paperwork meets a high standard, maintaining accurate and up to date record of client contacts within the specific time requirements. 5. Access and accurately record on Falkirk Council’s Social Work Information System (SWIS) 6. Collect and input accurate data to local and national datasets in such a way that it contributes to a 100% compliance rate (quality and completeness) to funding bodies. 7. 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 8. To keep informed of evidenced based practice relevant to the provision of our services. 9. Undertake the appropriate continuous professional development (CPD) whilst maintaining an accurate and up to date CPD portfolio and/or record   **GENERAL**   1. To maintain close contact with the wider Substance Misuse Services for continuity of care and sharing good practice. 2. To work to the principles of governance and to discharge the duties of your role in a way that is compliant with its expectations in respect of:  * Education and Training * Audits * Effectiveness * Research and Development * Openness * Risk Management and * Management  1. To work flexible hours, this may include weekends and evenings. 2. To be aware and committed to the Health and Safety policies and procedures which will be outlined at induction. 3. Adapt and conform to any changes within the services or the wider treatment system and contribute to the delivery of Service and/or Quality Improvement Plans. 4. To be committed to the equal opportunities and diversity policies. 5. Be an active participant in your own supervision, training and appraisal in accordance with supervision policy. 6. To undertake any other duties as may reasonably be requested by the Service Manager and or senior management. 7. Be able to travel throughout Forth Valley for the purposes of service delivery, meetings and training. 8. Hold a current, full UK driving license, have access to a roadworthy vehicle, whilst also maintaining the appropriate business car insurance for the purposes of the role. |
|  |
| **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 good communication and interpersonal skills with regard to your interactions and engagements with others e.g. service users, their families, members of the public, colleagues within the Substance Misuse Service, staff from other substance misuse services and colleagues and/or senior staff within the wider Signpost organisation. Moreover, this role will require you to deploy a combination of communicative people skills in order to identify, build, or enhance relationships with clients, their families and the wider community. The Service Manager (South), as your line manager, will monitor and supervise your work through various means and will be your direct line of reporting and contact with regard to any matter(s) arising from your work.

|  |  |  |
| --- | --- | --- |
| **6. PERSON SPECIFICATION** | | |
| **JOB TITLE** | **SIP – TIIO Senior Project Worker** | |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications/**  **Training** | * An HNC or SVQ at level 3 or higher * Evidence of continuous professional development in relation to caring and support work * Already be registered with the SSSC or have the qualifications and skills required to get registered upon offer of employment | * Diploma/Certificate in Drug & Alcohol Studies * Any qualification in a criminal justice, child protection or health & social care related subject |
| **Work Experience** | * At least three years’ experience of working in an enabling role * Experience of caseload management. * Experience of conducting holistic assessment and care planning with individuals who have substance misuse issues. * Experience of multi-agency and partnership working and the ability to build and maintain effective stakeholder relationships. * Experience in contributing to the development and improvement of services | * Supervisory experience * Evidence of training towards supervisory experience * Experience of working with families and Carers. * Experience of child protection joint working. |
| **Knowledge/**  **Skills/**  **Ability** | * Knowledge of service delivery which is compliant with local policies and procedures. * Knowledge and understanding of welfare, social, educational and mental health and wellbeing issues relevant to service users * Knowledge and understanding of the issues facing individuals affected by alcohol misuse including impact on family and carers * Knowledge and skills to support emotionally demanding clients who are resistant to change. * Proven ability to coordinate support and/or interventions across different organisations. * Microsoft Office skills. * Good all round organisational skills. * Excellent communication skills - verbal, numerical and written. * Experience of gathering performance data and maintaining databases and spreadsheets * Experience of leading a team * Experience of presenting information i.e. public speaking, presentations, meetings to partner agencies and stakeholders etc | * Knowledge of the issues faced by children affected by parental substance misuse (CAPSM). * Good knowledge and skills of harm reduction strategies and engaging with harder to reach populations. |
| **Manner/Speech**  **/Appearance** | * Positive and approachable outlook. * Open approach to partnership working. * Empathetic and effective communicator. |  |
| **Disposition** | * Positive ‘can do’ attitude. * Flexible. * Solution orientated. |  |
| **Other (specify)** | * Ability to work on own initiative as well as part of a team. * Full UK Driving Licence. |  |

|  |
| --- |
| **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 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 costs for an existing member to have a Scheme Record Update are £18.

|  |
| --- |
| **8. JOB DESCRIPTION & PERSON SPECIFICATION – JOINT AGREEMENT** |

**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………………….