



Rowan Alba
More than just a roof

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Job Description

Job Title	NHS ARBD Aftercare Coordinator
Core Purpose of Job	The CARDS service will provide a specialist relapse prevention support service to residents moving on from the ARBD Unit. CARDS will engage with residents whilst they are in the unit and then continue to support them once they are discharged and return to accommodation in the community. The service role will take place by at The ARBD Unit, Rowan Alba Head office and within the geographical area of NHS Lothian.
Organisational Position	Reports to the volunteer co-ordinator (Manager)
Key Outcomes	
1	To engage with residents at the ARBD Unit and build a relationship with them where they will engage with CARDS after discharge.
2	Assist clients once home to remain abstinent and link with mainstream services that can support them to remain well. Act as the key link for ARBD clients in the community about the CARDS service
3	Provide focussed crisis intervention support to clients in the community at the point of relapse and support clients to avoid reverting to older behaviours.
4	Provide regular visiting support for several weeks after discharge hence bridging the gap from 24/7 care to managing on their own at home.
5	Provide support and manage volunteers specifically working with Milestone ARBD clients to establish a new and additional role of Milestone House volunteer to expand our service to the unit.
6	Liaise with Penumbra and NHS Milestone staff in relation to referral flow and discharge timing and resource adequate support for discharge and beyond
8	Take part in the recruitment, training and management of volunteers to ensure service provision for each individual that engages with CARDS service

NHS ARBD After Care Coordinator

This version replaces any previous one

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A Company Limited by Guarantee SC289744, with Charitable Status (Charity No. SC036775). Registered head office at 1 Lochrin Square, 92 - 98 Fountainbridge, Edinburgh, EH3 9QA



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9	Where slippage time allows focus resources on prevention work with community referrals who have high hospital admissions and signs of ARBD along with relapse prevention focussed sessions with high-risk clients
10	Overall prevent this client group returning to a frequent pattern of presentations to A&E and acute hospital admissions.

Authority Levels	
Financial and tangible resources	Inputting to the ongoing monitoring and reporting on service expenditure
People	CEO Staff Volunteers Leadership Team Service user group Locums

Accountability	
Freedom to act	<p>The after-care co-ordinator will have freedom to act in progressing ideas that originate from their experience in this sector and their developing understanding of the ARBD Care Pathway and partnership working.</p> <p>Autonomy with decision making that keeps a balance of service user outcomes and organisational requirements at the heart.</p> <p>This position comes with the support of an experienced and committed team who support one another in developing autonomy in their roles.</p>
Risk Management	<p>Monitor the risk to the service and wider organisation in relation to outcome delivery and risk management.</p> <p>Consider and communicate the risk to yourself, service users and relevant others in order to keep everyone safe at work.</p>



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	Taking part or contributing to training for volunteers around risk management
Level of problem-solving required	<p>Review and monitor day to day practice and service delivery to ensure it remains aligned with our organisation and service user groups values</p> <p>Identify areas that pose a risk to achieving service outcomes and implement action plans to mitigate</p> <p>Understanding the problems in society that contribute towards wider health and social inequalities.</p> <p>Balancing your own time management, case load and outcomes whilst understanding team, service and organisational priorities</p> <p>Providing feedback in difficult and sensitive situations</p>

Communication	
Subject complexity and expertise	Establish and develop relationships with a range of groups and individual people with a focus on increasing referrals to the service and maintaining the integrity of Rowan Alba Services and the NHS Lothian ARBD Care Pathway
Contact inside the organisation	<p>Service users</p> <p>Volunteers</p> <p>Staff</p> <p>Groups internal – Marketing, fundraising etc</p>
Contact outside the organisation	<p>Local agencies</p> <p>Social Work departments</p> <p>Health and Social Care teams</p> <p>Community and Housing teams</p> <p>NHS Lothian and Penumbra</p> <p>Neighbourhood groups</p> <p>Cross Party Groups and Parliamentary committees</p> <p>Community Groups</p> <p>Local government action groups</p> <p>Key Stakeholders</p>



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Competencies required	
Core Competencies	<ul style="list-style-type: none">Establishing, maintaining and developing relationshipsProviding feedback and reflecting on your own practicePresenting information by way of reports, presentations, training courses andResearching activity in the organisation's key areasPresenting information including on social media platforms

Person Specification

Experience	
Essential	<ul style="list-style-type: none">Experience of managing case-loads and referral streams in line with commissioning services outcomesExperience of managing individuals (volunteers) in a supervisory roleExperience of presenting on behalf of service user group to the wider key contacts in reports at local and national groups, meeting and conferencesEstablishing and managing new and existing relationships with key stakeholders of a project, service or organisation.Ability to access and manage risk and ensure a safe environment for our volunteers and service usersAbility to contribute to ideas on expansion of service and volunteer experience supportAbility to network and raise the profile of both Rowan Alba and its growing servicesProblem solving with individuals' ways to solution focused action plans that will ultimately help to achieve their personal goals and reduce riskUnderstanding of what basic practical steps to take to plan work effectively, manage competing priorities.

Knowledge and understanding	
Essential	<ul style="list-style-type: none">Understanding of national and organisational guidance appropriate to your role (Adult Support and Protection, GIRFE and Covid 19 restrictions)



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- Understanding of good practice in developing healthy supportive relationships with service users
- Understanding of basic Microsoft packages word, excel, PowerPoint and office 365 and the ability to use and post on most social media platforms
- Understanding of issues experienced by vulnerable individuals who have multiple needs

Skills, education, qualifications	
Essential	SVQ Level 3 or willingness to work towards if necessary Understanding of coaching
Desirable	Ability to give and receive feedback with a view to maintaining integrity for the organisation, self, staff and service user.

This job description outlines the general ways in which it is expected you meet the overall post.

The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. This job description is subject to regular review.