

## JOB DESCRIPTION

<b>Job title</b>	First Contact Worker / Alcohol First Contact Worker
<b>Department</b>	Substance Misuse
<b>Reports to</b>	Senior Recovery Worker or Team Leader
<b>Grade</b>	Grade 2

<b>Job purpose</b>	To assist in delivering TP's Substance Misuse strategy by planning and providing high quality, innovative care which reflects our person centred values and the high levels of ambition we have for the recovery of the individuals for whom we provide support.
<b>Key accountabilities</b>	<p>Work flexibly in a variety of settings to assess service users at the first point of contact with the service. To create care and support plans that meet the needs of the service and clients in accordance with the recovery agenda, by;-</p> <ul style="list-style-type: none"> <li>✚ To work alongside Recovery Workers in developing strength-based recovery plans with individuals that are; comprehensive, person-centred and individualised based on a clear assessment of that individual's needs and circumstances.</li> <li>✚ Involving individuals and their family/advocates in the planning of the individual's care.</li> <li>✚ Reflecting the structure and aims of SM's Models of Psychosocial Interventions.</li> </ul> <p>Deliver excellent person-centred interventions with individuals for whom we provide support within the Service in accordance with agreed recovery plans by;-</p> <ul style="list-style-type: none"> <li>✚ Managing a drop in service.</li> <li>✚ Assisting Recovery Workers in regularly reviewing comprehensive assessment and risk assessments.</li> <li>✚ Providing person-centred care that reflects the rights, preferences and choices of individuals in an environment that is safe, healthy and maintains the individual's dignity and well-being.</li> <li>✚ Providing an environment that is free from abuse or neglect, observing agreed safeguarding practices.</li> <li>✚ Identifying and promoting appropriate opportunities for individuals to engage with their community. (e.g. Employment, Training and Education, volunteering etc)</li> <li>✚ Assisting in an individual's recovery through continued relevance of interventions.</li> <li>✚ Engaging in regular 1-2-1 supervision and clinical team meetings</li> </ul> <p>Ensure that the agreed quality objectives are met by prioritising, planning and organising own workload with reference to caseload plans agreed with your Senior Recovery Worker/Team Leader.</p> <p>Contribute to effective financial management in own role by carrying out day to day activities and making workplace decisions that reflect an understanding of costs.</p> <p>Contribute to SM's growth and business development plans by being an advocate for Turning Point to clients, their families, stakeholders and other external contacts and partners through delivering on commitments and presenting TP in a positive image.</p>

	Observe Turning Point's information management strategy by;-
	<ul style="list-style-type: none"> <li>✚ Ensuring all data and information relating to own clients is accurate and shared in the appropriate way with key stakeholders.</li> <li>✚ Inputting outcomes data and other information into corporate systems in accordance with stated policies and procedures.</li> </ul>
	Carry out day to day tasks in accordance with stated policies, procedures and regulations to assist the service achieve its compliance obligations.
	Assist the effective flow of information within the team, with managers and external parties by passing on and seeking information required, raising unresolved concerns and taking an active interest in TP's internal communications.
	Deliver on role performance commitments and seek to maximise own learning and potential, by seeking guidance, support, coaching and training and capitalising on the range of development opportunities provided by Turning Point in accordance with your Skill Profile.
	Help the service to optimise its performance by making full use of and highlighting/suggesting improvements for the management of IT, facilities and other physical resources that impact on the day to day provision of services to clients.
	Project the desired image of Turning Point by;-
<ul style="list-style-type: none"> <li>✚ Understanding and promoting TP's values and their application to Substance Misuse.</li> <li>✚ Demonstrating our values through your own day to day behaviour.</li> </ul>	
Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager including those related to specific interventions and service outcomes:	
<ul style="list-style-type: none"> <li>✚ EITHER Engagement and early intervention</li> <li>✚ OR Recovery</li> <li>✚ OR Criminal Justice</li> <li>✚ OR Young People</li> </ul>	

<b>Dimensions</b>	Direct reports	None
	Total staff overseen	None
	Internal contacts	Team Leader/Senior Recovery Worker/Recovery Workers Some contact with managers in own service. Fellow Recovery Workers and clinical staff.
	External contacts	Advocacy services/service user feedback (forums) – discuss ethical issues regarding service users.
	Planning horizon	Short term planning of own work in accordance with caseload plans agreed with more senior staff.
	Problems solved	Client presenting issues with input from recovery workers when appropriate.
	Financial authority	To deliver role with an understanding of financial constraints.

## PERSON SPECIFICATION

<b>Job title</b>	First Contact Worker / Alcohol First Contact Worker	
<b>Personal effectiveness</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Proven verbal and written communications that can be modified to different situations</li> <li>• Collaborative team working skills</li> <li>• Adaptable and resilient to work in a changing and challenging environment</li> <li>• Ability to deliver against agreed goals, targets and outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching skills to support successful outcomes both with clients and colleagues</li> </ul>
<b>Technical effectiveness</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Able to deliver client interventions in a person- centred way</li> <li>• Demonstrable skills and knowledge in assessing risk presented by clients to themselves and others</li> <li>• Harm reduction, suicide and self harm awareness</li> <li>• Wide and flexible range of client interventions</li> <li>• Management of incidents of a violent or aggressive nature</li> </ul>	<ul style="list-style-type: none"> <li>• Substance misuse knowledge (see skills profile)</li> <li>• Evidence that demonstrates DANOS competence</li> <li>• Knowledge in the following areas in accordance with the service model: <ul style="list-style-type: none"> <li>○ EITHER Engagement and Early Intervention</li> <li>○ OR Recovery</li> <li>○ OR Criminal Justice</li> <li>○ OR Young People</li> </ul> </li> </ul>