

JOB DESCRIPTION- SUPPORT WORKER

Job title	Support Worker
Sector	Substance Misuse
Department	Operations
Reports to	Team Co-ordinator
Grade	2

Job purpose	To enable Service Users with individual needs to improve their quality of life within their community while remaining within budget and policy and procedure guidelines. To promote independence, wellbeing and health life choices among service users. To monitor, supervise and provide support to service users, working as part of a team with a client group with Substance Misuse issues.
Key accountabilities	<p>1. Quality - To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> ▪ Meeting quality expectations and agreed performance criteria ▪ Participating and utilising management information and data collection systems as appropriate ▪ Participating in the continuous improvement of the service <p>DANOS:AC1:AC2:BE2</p>
	<p>2. Own Development - To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework ▪ Participating in training and other development opportunities as agreed within the Performance Management process: <p>DANOS: AC1: AC2</p>
	<p>3. Health & Safety & Risk Management - To ensure a safe working environment for self and colleagues by: -</p> <ul style="list-style-type: none"> ▪ Ensuring good standard of housekeeping is maintained with own area ▪ Ensuring risk assessments are completed when appropriate ▪ Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained ▪ Complying with all H&S policies and procedures including serious untoward incidents and accident reporting <p>DANOS: AB3:AB4:AB5:AB8</p>
	<p>4. Compliance - To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
	<p>5. Miscellaneous - To undertake any other duties reasonably requested by the line manager</p>

6. Service Users - To proactively deliver a high quality/person centred service provision that meets the needs of the service users by:-

- Promoting peoples' rights and responsibilities
- Working as an effective member of the team
- Providing advice and information to Service Users and others where appropriate
- Delivering agreed individual interventions in line with the care plan, utilising evidence-based models of intervention, to an identified caseload of service users
- Liaising with external professional groups e.g. GPs, Social Services, etc.
- Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements
- Ensuring full risk assessments and risk management is delivered effectively
- Ensuring that work is undertaken in line with Health & Safety requirements
- Assisting the facilitation of effective care pathways
- Supporting individuals to achieve goals and objectives in line with their care/support plan
- In residential services, ensuring service users take their prescribed medication on time assisting them where necessary
- Supporting individuals and groups to access community based services and facilities

DANOS:

AA!:AA2:AA3:AA4:AA5:AA6:AB1:AB2:AB3:AB8:AB9:AB10:AD1:AG1:AG2:AG3:AH4:AH10:AI1:AI2AK1-4

Residential only: AH8:AH12

7. Service Support - To assist in the implementation, development and delivery of the service by:-

- Participating in the induction of new colleagues when required
- Delivering all tasks on time and to agreed quality standards
- Participating in service user reviews with supervisor

DANOS: AC3:AC1

8. Service Development & Quality - To work collaboratively to develop the service by:-

- Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times
- Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working
- Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach
- Meeting agreed performance targets and outcomes

DANOS: BB1: BI1

9. Empathy & Support - To provide empathy and support to service users by:-

- Recognising indicators of substance misuse and make appropriate assessments
- Enabling individuals to adopt safe practices associated with substance use
- Supporting individuals when they are using substances ensuring that your actions are consistent with agreed role and Turning Point policies and procedures
- Supporting individuals in reducing and/or abstaining from substance use
- Supporting individuals to explore and plan for future employment, training and education opportunities

	<ul style="list-style-type: none"> ▪ Supporting the development, implementation and review of formal and informal group work interventions as part of the programme of care ▪ Providing advice and guidance on health promotion and harm reduction in relation to substance misuse <p>DANOS: AA6:AA1:AA2:AA3:AA4:AA5:AB1:AB2:AB3:AB4:AB5:AB8:AB9:AB10:AD1:AG1:AG2:AG3</p>
	<p>10. Structured Programme - To contribute to the development and delivery of an effective rehabilitation programme, that meets the requirements of Models of Care and NTA best practice guidance, by:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for agreed elements of the group work programme (e.g. social skills training, educational groups and recreational activities) ▪ Applying recognised theoretical models (e.g. motivational interviewing) to enable individuals to identify and explore concerns relating to their substance misuse in line with their care plan ▪ Regularly seeking service user feedback and acting on it, reporting to the team leader as required by the organisation's policies and procedures and local service guidelines <p>DANOS: AD2:AD3: AD4: AK2: BC2</p>
	<p>10. Testing - Gaining consent and undertaking biological samples for testing purposes DANOS: AE1</p>
	<p>11. Sector Quality Standards - To ensure all services are delivered in accordance with recognised standards by: -</p> <ul style="list-style-type: none"> ▪ Ensuring all services are delivered within DANOS requirements, QuADS and CQC standards as appropriate

Dimensions	Direct reports	0
	Total staff overseen	4 (Team Leader, Project Worker, Support Worker, Administrator)
	Internal contacts	<ul style="list-style-type: none"> ▪ Service Users – daily - provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation ▪ Team Leader/Project Worker/Operations Manager – daily - Guidance, support, advice and provision of information ▪ Team Members – daily - To deliver service and provide reciprocal support/guidance as required
	External contacts	<ul style="list-style-type: none"> ▪ To deliver service and provide reciprocal support/guidance as required – as required - Provide support and guidance. Service user reviews, finances and health ▪ Regulatory bodies – as required - Service monitoring and review ▪ Community team and referrers – as required – service user reviews, finances, health, guidance.
	Planning outlook	N/A

	Problems solved	N/A
	Financial authority	<i>Financial (limits/mandates etc.)</i> <ul style="list-style-type: none"> ▪ Responsible for handling petty cash for service user (typically £50-£100 to £300-£500) ▪ Manages client monies in line with local and organisational policies and procedures

PERSON SPECIFICATION

Job title	Support Worker
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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Proven verbal and written communication skills with the ability to tailor the message to the audience. ▪ Collaborative team working skills ▪ Able to work flexibly ▪ Adaptable and able to work in a challenging and changeable environment ▪ Ability to deliver against agreed objectives and targets ▪ Able to deliver services/treatment/interventions in a person centred, non-judgemental manner 	

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Understanding of the issues faced by clients with mental health and/or dual diagnosis challenges ▪ Awareness of associated issues faced by service users with a mental health problem and/or dual diagnosis ▪ Proven track record in managing incidents of verbal and violent aggression ▪ Knowledge and proven track record in delivering at least one of the following interventions: solutions focussed therapy, motivational interviewing, auricular acupuncture or other complementary therapies, relaxation techniques, counselling, group work, education/skills training for adults, specialist advice work (e.g. 	

	housing, employment, debt) <ul style="list-style-type: none"> ▪ Able to demonstrate flexibility and creativity when developing group/individual interventions with service users 	
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Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Vocational qualification e.g. NVQ 3 or equivalent or willingness to work towards ▪ Display an awareness of current legislation that affects role, such as the Government Drug Strategy, DANOS standards ▪ Experience or education in applying the DANOS standards ▪ Previous experience in the care profession 	

Other requirements	Essential	Desirable