

JOB DESCRIPTION

Job title	Access & Engagement Manager
Department	Substance Misuse
Reports to	Partnership Manager
Grade	4

Job purpose	<p>Leading a team with a specific focus on embedding the 'Out There Everywhere' approach with an emphasis on prevention, reducing health inequalities and maximising accessibility. The team will include several specialist roles including:</p> <ul style="list-style-type: none"> • diverse communities • LGBT • dual diagnosis • homelessness <p>Whilst assisting in delivering TP's Substance Misuse strategy within an integrated service which reflects our person centred values and the high levels of ambition we have both for the recovery of the individuals for whom we provide support and the development of our own staff. This is done by assisting the Deputy Operations Manager in leading, developing and co-ordinating teams within your hub to ensure the delivery of high quality, innovative and cost effective care.</p>
Key accountabilities	<p>Proactively identify cohorts, gaps in provision and develop pathways to meet the needs of diverse communities and those with complex needs in conjunction with partner agencies and stakeholders.</p> <p>Contribute to the effective planning of excellent person-centred care and support plans across the service that meet the needs of clients in accordance with the recovery agenda, by:-</p> <ul style="list-style-type: none"> ✚ Staying aware of trends and best practice in Substance Misuse, in order to identify opportunities for recommending improving performance and delivery in own hub. ✚ Collaborating with other stakeholders to ensure Commissioner expectations, best practice and learning is captured, shared and used to inform service planning. ✚ Working with own team to ensure robust service plans are developed and agreed with the Operations Manager reflecting SM's strategic and business plans and contractual requirements. ✚ Ensuring strength-based recovery plans are developed in the service that;- <ul style="list-style-type: none"> ○ Are comprehensive, person-centred, individualised and based on clear assessments of clients' needs and circumstances. ○ Reflect the structure and aims of SM's Models of Psychosocial Interventions. ○ Reflect the involvement of individuals and their family/advocates.

	<p>Help to ensure the delivery of excellent person-centred interventions with individuals for whom we provide support within the hub by:-</p> <ul style="list-style-type: none">✚ Effective implementation and regular monitoring of operational performance management disciplines, KPIs and SLAs.✚ Ensuring the hub delivers outcomes in accordance with the contract to the highest possible level of quality and within budget and variances in performance are spotted and addressed in timely fashion, escalating to the Operations Manager where appropriate.✚ Ensuring TP's quality management processes are used effectively by the hub and that an infrastructure of independent, objective and reliable checks and controls is in place and is used to inform changes to practice.✚ Ensuring the service provides care that:-<ul style="list-style-type: none">○ Reflects documented recovery plans and ongoing case reviews, supervisions and clinical reviews.○ Reflects the rights, preferences and choices of individuals in an environment that is safe, healthy, maintains their dignity and well-
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	<p>being and is free from abuse or neglect, observing agreed safeguarding practices.</p> <ul style="list-style-type: none"> ○ Reflects the review and, where required, updating of comprehensive assessment and risk assessments.
	<p>Help SM to achieve its long term goals by being aware of the SM Strategy, working with the Deputy Operations Manager to help align the hub and service plan to it.</p>
	<p>Help to achieve the service's financial targets, by being aware of and contributing to effective financial forecasting, budget development, control and cost effective operations within the hub, operating at all times in line with Turning Point's financial procedures, reporting progress and escalating concerns to your Operations Manager.</p>
	<p>Contribute to SM's growth and business development plans by assisting in the management of and, where necessary, transformation of the hub and wider service in conjunction with your Operations Manager, the Growth team and other stakeholders so that the contract is renewed in accordance with SM's strategy and business plans.</p>
	<p>Contribute to Turning Point's information management strategy by:-</p> <ul style="list-style-type: none"> ✚ Working with your Deputy Operations Manager to ensure SM-related materials, intelligence and best practice are captured, communicated and shared within the hub for the benefit of learning within the business unit. ✚ Ensuring all data and information relating to the hub's clients is accurate and shared in the appropriate way with key stakeholders. ✚ Ensuring the inputting outcomes data and other information into corporate systems in the hub in accordance with stated policies and procedures.
	<p>Assist your Deputy Operations Manager in ensuring that governance processes are implemented and used in accordance with stated policies, procedures and regulations so that the hub and wider service achieves its compliance obligations.</p>
	<p>Assist your Deputy Operations Manager in ensuring the effective flow of information within own the service and with external parties, representing corporate messages constructively and observing TP's internal communication policies and procedures.</p>
	<p>Ensure the well-being of service users, employees and TP's business interests by contributing to maintenance of and acting upon a service Risk Register and Business Continuity Plan, escalating wider risks to your Deputy Operations Manager as appropriate.</p>
	<p>Help to ensure the hub delivers high levels of performance through its people in a way that realises their potential, by:-</p> <ul style="list-style-type: none"> ✚ Effective people planning, recruitment, induction, coaching, development, leadership, motivation and performance management of your direct reports. ✚ Ensuring appropriate other staff within the hub provide effective people leadership, management and development in accordance with TP's People Strategy and policies, capitalising on the range of development opportunities provided by Turning Point in accordance with Skill Profiles. ✚ Assisting the management and development of clinical staff so that their professional development and performance meet regulatory requirements and best practice principles within the delivery of contractual commitments.
	<p>Ensure the hub and wider service optimises its performance and long term</p>

	sustainability by contributing to plans for the management of IT solutions and other physical resources, and helping to ensure that properties are legally compliant and fit for purpose both for employees and clients.
	Project the desired image of Turning Point by;- <ul style="list-style-type: none"> Understanding and promoting TP's values and their application to Substance Misuse. Being a role model of the values through own example while supporting your Deputy Operations Manager in ensuring they are demonstrated by all staff in the service.
	Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager.

Dimensions	Direct reports	6 - 8 (Senior Recovery Workers & Recovery Workers. Also line manage nurses, counsellors etc when applicable)
	Total staff overseen	6 to 8
	Internal contacts	Central support specialists – collaborative working, support & guidance. Operations Manager, Area Operations Manager, P&D team – for mutual support, information exchange and sharing of good practice. Team Leaders – daily/weekly for issues relating to service delivery, guidance and support. Staff at all levels in the service. Growth team on re-tenders and new bids.
	External contacts	Regulatory bodies – service monitoring and review. Partners & agencies – service delivery and health and social support to service users. Commissioners – as requested by the Operations Manager in contract reviews, information exchange new business/service add on opportunities. Advocacy services/service user feedback (forums) – discuss ethical issues regarding service users.
	Planning horizon	Be aware of TP's 5 year Business Strategy and Business Unit 3-year strategy/1 year business plan. Contributes to annual service plans and overseeing the daily/weekly planning of work relating to the hub's caseload.
	Problems solved	Ensuring effective staffing and quality delivery within the hub where there could be resource conflicts and shortages. Policy implementation and monitoring in accordance with guidelines clarified in discussion with OM or Deputy OM. Ensuring a culture is developed within the hub in which non-clinical, clinical and medical staff work collaboratively for the benefit of service users. Helping to maintain service finances at a time of increasing financial pressures and eroding margins. Ensuring decisions made personally and by those by hub staff balance operational/technical and business considerations.
	Financial authority	Authorisation of extra hours for staff and expenses.

NCP sign off tbc.

PERSON SPECIFICATION

Job title	Access & Engagement Manager	
Personal effectiveness	Essential <ul style="list-style-type: none"> Commitment to customer service (promoting in the hub an empathy with clients and the need to work collaboratively with them to understand and help to meet their needs). Effective communication (inspiring and motivating others, listening effectively, handling challenging situations and communicating confidently with direct reports, colleagues, senior managers, commissioners and medical professionals). Delivering positive outcomes (co-ordinating plans for the hub to shape and deliver outcomes, monitoring progress and addressing emerging concerns, modelling personal accountability). Building relationships (building rapport and productive working relationships quickly with a range of internal and external stakeholders with potentially conflicting needs, embodying and promoting person-centred approaches to empowering others). Showing personal leadership (demonstrating confidence and decision making, using professional judgment to make decisions on behalf of the hub in collaboration with the Ops Manager). 	Desirable <ul style="list-style-type: none"> Innovation & change (capacity and willingness to promote new ways of doing things for the benefit of clients and the business, initiating and managing change). Tenacity (ability to operate an environment characterised by frequent change and challenging interpersonal situations, ability to respond purposefully to setbacks). Collaborating with others (working flexibly, supporting and challenging others to create plans that meet client and business needs).
Technical effectiveness	Essential	Desirable

	<ul style="list-style-type: none">✚ Substance misuse appreciation (drug and alcohol awareness).✚ Knowledge/understanding of substance misuse harm reduction/recovery service delivery models.	<ul style="list-style-type: none">✚ Practical substance misuse harm reduction, assessment and care/recovery planning skills.✚ Client risk management and safeguarding knowledge and skills.
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| <ul style="list-style-type: none"> ✚ People management skills across the whole employee lifecycle. ✚ Skills in the operational planning and control of the delivery of client solutions in a substance misuse harm reduction/recovery environment. | <ul style="list-style-type: none"> ✚ Advanced substance misuse recovery skills such as PSIs, motivational interviewing etc. ✚ Knowledge of local care pathways pertinent to the provision of substance misuse services. ✚ Appreciation of financial issues shaping the management of the service/hub. |
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Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> ✚ Experience of planning, providing and supervising the delivery of client solutions in a substance misuse harm reduction/recovery environment. ✚ Experience of formal staff management at all stages of employee lifecycle. 	<ul style="list-style-type: none"> ✚ Experience of contributing to budget development and control.
Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ✚ Willingness to work flexibly to irregular hours in order to manage the delivery of required care solutions to clients. 	<ul style="list-style-type: none"> ✚ Willingness to travel to other TP locations in the interests of collaborative working, networking and service delivery.