**JOB DESCRIPTION**

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| **Job title** | Dual Diagnosis Lead | |
| **Sector/Function** | Operations | |
| **Department** | Nottinghamshire – Angel Lace | |
| **Reports to** | Team Leader/ Service Manager | |
| **Grade** | 3 | |
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| **Job purpose**  **Background** | To work as a key member of the team in delivering the Nottingham Angel Lace supported living service. The Dual Diagnosis Lead will support people **recovering from mental health issues and coexisting substance misuse needs through developing and maintaining links with local substance misuse services and providing direct case management support to people using the service.**  **Nottingham Angel Lace is a supported living service with the aim of promoting independence in individuals with mental health needs and forensic histories.**  The service will offer a range of support to promote personal recovery and independence including:   * 1:1 outreach support from dedicated recovery worker providing solution-focused support with practical issues including such as finances/housing/employment. * Crisis Planning – promoting self-management through individuals building an understanding of their own triggers/coping strategies. * Active Referrals/Signposting – working with individuals to identify resources/services to meet their needs and providing appropriate support to access these effectively. * Group-work – delivering courses that support self-management recovery, including: Mindfulness/Assertiveness/Keeping Well/Stress Management/Problem Solving/Crisis Management. * Peer Support – Strength-based approach concentrating on the inherent strengths of an individual to aid recovery and empowerment. * Extended dual diagnosis support * Whole family approach | |
| **Key accountabilities** | **To promote integration and ensure service users with a dual diagnosis do not fall between the gaps of services:-**   * **To build collaborative partnerships with Drug and Alcohol Recovery services within Nottinghamshire, enhancing care pathways for those with a dual diagnosis.** * **Facilitate joint working arrangements across the county, ensuring that individuals with a dual diagnosis do not fall through the net of services, by identifying, monitoring and responding to the needs of this group.** * Work collaboratively to assist individuals with a dual diagnosis to engage effectively with Mental Health services provided by other local providers. * Monitor the caseload of Nottinghamshire Angel Lace, to identify those individuals with a dual diagnosis who may need extended support. * To monitor care pathways through regular attendance at case meetings, establishing joint working arrangements on a case by case basis, setting up shared support plans with other agencies where applicable. * Identify, assess and coordinate the longer-term support needs of individuals with a dual diagnosis and other associated complex needs with the aim of facilitating improved outcomes for this client group. * Where required, ensure that service users have individually tailored exit plans and follow up plans for each individual according to their needs. This process will provide a safety net in case personal circumstances have deteriorated after support has ended. * Coordinate staff training and development in relation to dual diagnosis to ensure that the team have the right skills and competencies. | |
| **To ensure quality standards are maintained by:-**   * Supporting the Team Leader and Service Manager to collate management information and data to measure effectiveness of service delivery. * Ensuring all services are delivered in accordance with recognised standards: E.g. NICE Guidelines, National service framework, MHA, SOVA, and Department of Health etc. * Ensuring service user involvement and a person centred approach are embedded within the day to day working of the team. * Providing professional guidance and coaching on case management * Participating in regular audits (internal and external) and ensure results are acted upon within the team. | |
| **To continuously review own performance and development needs to assist growth and development by:-**   * 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 development opportunities as agreed within the Performance Management process. | |
| **To ensure a safe working environment for self and the team by:-**   * Ensuring a good standard of general housekeeping and infection control within the team’s environment. * Ensuring all H&S concerns are appropriately reported and action taken in a timely manner. * Vaccinations, eye sight tests, work place assessments. * Ensuring staff comply with partner H&S policies and procedures where appropriate. * Following the formal reporting process for serious untoward incidents and accidents. * Ensuring all risk assessments are completed when appropriate. | |
| **To ensure compliance with internal and external standards and codes of conduct by-**   * Meeting all regulatory requirements. * Complying with Turning Point’s Code of Conduct, policies and procedures. | |
| **To monitor the case work of team members ensuring it meets required quality standards and undertake own case work:-**   * To carry a caseload of service users as deemed suitable by the service manager and dependent on level of need and demand. * Embedding a person centred and recovery orientated approach in all aspects of the roles and responsibilities. The Recovery approach includes empathy, warmth, acceptance, authenticity, compassion and humanity. * Carrying out service user assessments, develop and regularly review support plans, and be an advocate on behalf of service users. * Ensuring all risk assessments, support plans and exit plans are completed as appropriate. * Helping with service user goal planning as part of a multi-disciplinary team where appropriate. * Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies. * Ensuring that the team provide education and raise awareness to help service users manage factors that affect their mental wellbeing. * Providing guidance on current legislation. * Overseeing the effectiveness of appropriate care pathways for service users with a dual diagnosis. * Overseeing and ensuring the development, delivery and review of service user-focused interventions for service users with a dual diagnosis. * Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. CATT, Emergency Duty Teams, CMHTS, etc and to work as an effective member of any multi-disciplinary team. * Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements. | |
| **To monitor team’s expenditure and throughout to contribute to the service maximising full cost recovery and meet its financial targets by:-**  Maintaining accurate financial records, e.g. petty cash, volunteer expenses | |
| **To assist in the development of the service by:**   * Liaising with the Team Leader, Service Manager, service users, family and carers, local stakeholders and the commissioner to ensure that the service is reviewed and co-developed over the lifetime of the contract. * Representing the partnership at external meetings, and network locally to develop contacts, services and the partnerships profile. * Working with the Team Leader and Service Manager to enhance, develop and expand the service. * Meeting agreed performance targets and outcomes. * Ensuring that all joint working policies and procedures are adhered to within the Turning Point. | |
| **To deputise for the Team Leader/ Service Manager by:**   * Attending meetings on behalf of the service. * Undertaking any other duties reasonably requested by the Team Leader or Service Manager. | |
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| **Dimensions** | Direct reports | None |
| Total staff overseen | None |
| Internal contacts | * Team members (Service Manager, Team Leader, Recovery Worker) * Other local staff teams, Turning Point central departments, senior operational management |
| External contacts | * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners * General public * Media enquiries * Local businesses/ community |
| Planning outlook | * Day to day service delivery * Staff rotas * Annual service business plans in liaison with Senior Manager |
| Problems solved | * Support to service users, carers * Liaison with other external teams to achieve positive outcomes for service users * Working alongside Operations Manager to resolve performance issues within the team * Working alongside the Operations Manager to ensure the service has adequate staff cover at all times |
| Financial authority | * Petty cash , Volunteer expenses |

**PERSON SPECIFICATION**

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| **Job title** | Dual Diagnosis Lead | |
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| **Personal effectiveness** | Essential | Desirable |
| * Understanding of the challenges experienced by people with a dual diagnosis (Mental health/ drug and or alcohol use) * Ability to work in a recovery orientated, person centred, non-judgemental manner * Ability to provide calm, consistent support to those experiencing a mental health crisis * Experience of working towards achieving individual and team objectives * Good time management and able to work to deadlines * Confident and effective communicator * A good listener * Understanding of the importance of professional boundaries working with vulnerable people * Collaborative team working skills * Adaptable and able to work in a challenging and changeable environment * Proven track record in managing incidents of verbal and physical aggression |  |
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| **Technical effectiveness** | Essential | Desirable |
| * In depth knowledge and understanding of the complex and multiple needs faced by the service user group * Numeracy, literacy and IT skills * Committed problem solver |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| * A demonstrable belief in a values-led approach to working with service users with a Mental Health issue. * Holds qualification appropriate to the sector e.g. NVQ 3 or willingness to study towards same   Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice |  |
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| **Other requirements** | Essential | Desirable |
| * Work flexibly which may include occasional out of hours and weekend work, as well as be on call when agreed with line manager * A driving licence and access to own vehicle (Mileage is covered.) |  |