

**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** | |
| Job Title:  Responsible To:  Department(s):  Directorate:  Operating Division:  Job Reference:  No of Job Holders:  Last Update: | Assistant Community Addiction Worker Band 5  Line manager - Addiction Service,  NHS Addiction Services, South Ayrshire Health and Social Care Partnership.  Mental Health  NHS Ayrshire & Arran  1  Feb 2020 |

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| **2. JOB PURPOSE** |
| To provide a comprehensive clinical assessment and recovery focussed treatment support to clients with a range of alcohol and drug problems with social health and lifestyle issues whilst liaising with colleagues in relation to mental, sexual and physical health related issues.  To provide ongoing care to those who are clinically assessed as appropriate. To liaise and work in conjunction with other statutory and non-statutory organisations. To assess for a range of alcohol and drug related health problems and respond appropriately to these. To work within the appropriate phase of need as described in the Ayrshire and Arran Functional Model for Addiction Services. |

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| 1. **DIMENSIONS** |
| The population of Ayrshire and Arran is approximately 375,000 covering 1252 square miles plus Arran and Isle of Cumbrae. Of this population an estimated 50,000 experience problems with their use of alcohol and around 8,500 have severe drinking problems and severe drug problems.  The post holder will be flexible to work within NHS Addiction Service structures initially within the Community Addiction Team (CAT). The post holder will also be flexible to work within any designated Addiction Services locality area within Ayrshire and Arran.  The post holder will have the responsibility of co-ordinating and delivering various addictions related activities including assessment, support and management to individuals prescribed a range of appropriate medications. The post holder will also offer social health; lifestyle and addiction related recovery focussed treatment support to facilitate positive lifestyle choices.  The post holder will provide cover for colleagues as appropriate to ensure the smooth operation of the service. The post holder is required to offer support to a range of student groups and assist in the orientation of new staff members.  The service offers extended hours (as required) provision and offers a range of interventions which are delivered across various settings including community clinics, individual’s home environment, hospital and prison settings.  The post holder provides clinical and non-clinical advice regarding addictions, social health, lifestyle issues and family and carers’ issues, to statutory and non-statutory establishments, as well as the general public, within the confines of confidentiality. The overall service also offers a range of prevention and service development activities. |

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| **4. ORGANISATIONAL POSITION** |
| Band 5 Occupational Therapist  Band 5 Community  Staff Nurse  Peer Recovery Worker  Team Leader – Addiction Services  Community Health Addiction Charge Nurse  Community Addictions Worker  Community Addictions Mental  Health Nurse  Occupational Therapists (Addictions)  Addiction Support Worker  **This Post** |

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| 5. ROLE OF DEPARTMENT |
| Addiction Services The service plans, designs, develops, implements and manages alcohol and drug treatment and recovery focussed services in line with local and national strategies and priorities by involving patients, carers and the wider community in the development and delivery of an integrated quality service. The service also acts as a source of expertise, support and intervention to other professionals, service users and the community to provide a comprehensive range of specialist prevention, education, and information services for alcohol and drug use.  All these functions are delivered via a specialist team structure and Community Addiction Team. These services are delivered within various settings including community, home, hospital and prison.  The service delivers evidence based, intensive, support to those most in need. A range of interventions are delivered including severe mental illness/mental illness; physical and sexual health and addiction related treatment interventions. In addition staff deliver detoxification and alcohol and drug relapse and recovery focussed interventions. This list of addiction related interventions is not exhaustive. The Service also provides support through training, mentoring and consultancy to staff working with individuals with mild to moderate levels of problem. Other services include training, prevention activities, resources, information technology, liaison services and planning and monitoring.  The service is critically involved in the planning, design and delivery of care often in a hostile and contentious environment and works in close partnership with other organisations and agencies through Mental Health, NHS and Community Planning. The service is involved in joint commissioning with three Local Authorities and monitoring of several service providers and ensures that internal and commissioned services work to agreed national and local standards of performance and activity through monitoring health care governance arrangements.  The service is critically involved in the planning, design and delivery of care often in a hostile and contentious environment and works in close partnership with other organisations and agencies through Mental Health, NHS, Community Planning and Alcohol and Drug Partnership (ADP). The service is located within the Mental Health Partnership and is an integral part of the planning, management and development of the partnership. |

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| 6. KEY RESULT AREAS |
| * To develop and manage individual caseloads making decisions with regard to assessment, planning, implementation and evaluation of an individuals’ care in order to develop care plans with support supervision and guidance from line manager. Ensuring record keeping practices are in accordance with NHS Ayrshire and Arran’s guidelines and policies. * To process referrals from mainstream and other specialist services within Ayrshire and Arran, either working individually or in partnership with other services, to develop knowledge, education and apply to client’s current care. * To undertake with line management supervision a detailed assessment of individuals alcohol and drug use and associated lifestyle, ascertaining how this impacts on their social functioning and relationships with family members and others in order to enable early recognition of clients needs and how the post holder can enhance the client’s ability to affect positive lifestyle changes in a health and social context. * To support the ‘backpacking’ service whilst offering community based support incorporating needle exchange and make contact and establish relationships with drug and alcohol users in the rural communities offering a full package of care which would be otherwise unavailable to them. * To be responsible for junior staff and administering needle exchange activities including rotas, holiday cover. * To be responsible for managing a caseload of drug and alcohol users through effective planning in order to promote stabilisation and a recovery lifestyle and referral back to mainstream services. * To ensure all protocols and policies for handling, labeling, documenting and transporting of biohazard equipment are adhered to whilst ensuring safe disposal of all sharps and contaminated material in both clinical and community settings for the safety of patients, staff and general public. * To liaise closely with partner services including GP’s, Community Mental Health Teams, Justice Teams and other addiction agencies in order to maintain an integrated delivery of service to clients to improve the client’s journey and quality of care. * To monitor the effect of specialist treatment interventions and the use of substitute medications, in conjunction with the prescribing doctor, to ensure compliance and prevent possible drug interactions.   .   * To supervise, support and assist in the personal development planning process of junior staff and students to ensure the best quality of care to clients and to assist in the development of staff towards becoming autonomous practitioners. To advise, teach and provide supervision to external staff who support people experiencing alcohol and drug dependency issues * To participate in developing and delivering specialist information training packages to other professionals, mainstream services and general public, to raise general awareness of issues and complexities of alcohol and drug problems population . (Inputting into development of services through service proposals and looking at new ways of working). * To promote and enhance the already established links with voluntary and statutory agencies, to provide a comprehensive, integrated and accessible service. * To offer and provide counseling based skills, harm reduction interventions, blood borne virus advice and to provide researched based advice and specific health information in order to support clients and enable them to maintain and/or improve their quality of life. * To challenge stigma associated with mental health and addiction individuals through raising awareness by networking and liaising with wider services whilst displaying a non-judgmental attitude and treating individuals with respect and equality. * To request for mental health assessments as appropriate. * To assist and participate in the preparation of court reports and attend court reviews if and when required. * To provide an assertive outreach for individuals and carer’s, also to provide telephone support to partners and individuals in crisis. * To endeavour to improve service delivery through clinical governance processes including service user consultation. * To comply with NHS Policies and procedures in order to meet financial, clinical and corporate governance requirements. * To provide cover for line manager and colleagues, in the event of absence, emergenciesand as part of personal development to ensure continuity of service provision. * To participate in addiction service team meetings, represent the service at groups and participate in service planning and delivery via attendance at meetings and groups. * To participate in the collection of statistical information for current and future development and training. To participate in research and service improvement activities and to collate, record statistical information to help inform standard and audit review to ensure continuous service redesign in line with current evidence and best practice. * To comply with national, local and organisational policies in order to promote local models of care which ensure that care provision meets all national/organisational requirements. To ensure implementation and adherence to all national and local operational policies, guidelines and standards regarding care provision, in order to maintain standards and quality of service. * To participate in ensuring that all NHS guidelines and procedures are adhered to and to participate and, at times, lead on investigations, disciplinary actions, complaints and freedom of information requests. |

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| **7a. EQUIPMENT AND MACHINERY** |
| The post holder will have a working knowledge of clinical equipment and machinery used within their team. This will include syringes, needles and disposal bins, safe administration and disposal of appropriate medications and equipment, urinalysis for drug screening, oral drug screens, blood pressure and pulse monitor to record vital signs.  Breathalyser to monitor alcohol levels.  Additionally, the Post holder will safely use all relevant administrative and IM&T equipment:  INJECTING EQUIPMENT – to facilitate the exchange of used injecting equipment through needle exchange services for the purpose of reducing blood borne viruses.  ORAL and URINE SCREENING EQUIPMENT – used as part of drug and alcohol assessment  BLOOD SAMPLES AND ATTATCHED FORMA - Generated from blood borne virus clinics tasked to investigate prevalence rates and suitability for appropriate treatment.  CAR – to travel on a daily basis to deliver specialist treatment interventions, to liaise with partner agencies, to attend meetings/groups and to deliver training.  PERSONAL COMPUTER – to send and respond to e-mail and to access the intra and internet to increase knowledge and awareness. Require certain packages (Word, Excel, PowerPoint and Outlook) to compile reports and develop presentations. Require to access Shared Addiction Management System (SAMS) and Care Partner system on a daily basis.  LAPTOP AND MULTIMEDIA PROJECTOR – to deliver presentations/training on a weekly basis.  ADDICTION RELATED RESOURCES – require to ensure appropriate use of all other training and information materials and equipment. Workbook/Leaflets/Education Literature are used to promote Health and Wellbeing and reduce risks of lapse or relapse.  MOBILE PHONE – for personal security and to enhance communication links. A mobile phone is also an imperative SAFETY MEASURE, as a risk to staff members may arise or a client may require use of Emergency Services.  DRIVING LICENCE – is essential, as is sole user access to a car within working hours. |
| **7b. SYSTEMS** |
| The post holder is routinely involved in receiving complex information in relation to individual’s alcohol and drug problem and how this interacts with their physical, sexual and mental health. This information is accurately recorded in patients’ records in line with NHS standards of practice.  Transfer of this sensitive information is made to ensure the line manager, RMO’s, GP’s and other involved professionals are informed of individuals needs accurately and swiftly. Information is then stored within electronic notes or case notes at Medical Records Department. The post holder is required to assess any significant risk to the client or others and complete the appropriate risk management pro-forma. This information will be logged in the client’s electronic record (utilising Care Partner and SAMS systems), on file and in medical records and will be disseminated as necessary.  The post holder is required to routinely provide oral handovers of clients to colleagues to ensure continuity of care. With due consideration of issues of confidentiality the post holder is required to provide verbal and written updates to partner and external agencies for example Social Work and Legal Representatives. When necessary and appropriate written consent is sought from the client.  The post holder is required to regularly participate in service ‘on call’ or ‘duty worker’ systems which allows other services and individuals to communicate directly with a team member. The post holder will ensure that they follow specific lone worker and log on/off procedures. The post holder is required to complete timesheets and electronic travel expense forms accurately and ensures their transfer to administration support staff for collation.  The post holder is required to maintain accurate statistical profiling of each individual with whom they come into contact. This information incorporates substance use profiling as well as significant presenting problems, e.g. physical problems, lifestyle issues, mental health, pregnancy, history of intravenous drug use as well as forensic history and social profiling. The post holder is also required to accurately complete a datasheet on waiting times for each individual referral. At the end of each contact, the post holder is required to complete datasheets indicating intervention outcomes  INFORMATION MANAGEMENT SYSTEMS   * Utilise intranet, internet, e-mail, Shared Addictions Management System (SAMS) and Care Partner. * To ensure adherence to all Information sharing, e-Health, Data Protection, Child Protection and Caldicott arrangements regarding knowledge management.   To provide regular progress reports and statistical information to Line Manager, Criminal Justice colleagues, Addiction Services Clinical Governance Unit, Mental Health Partnership, ADPs and, when required, to the Scottish Government |

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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| The post holder will have a degree of autonomy and with supervision and guidance from the line manager is expected to make clinical decisions regarding treatment interventions, allocation of referrals and caseload management for self, Addiction Support Workers and students. The post holder is required to anticipate and formulate the solutions to meet specific aims and objectives within a given timescale. This will involve both proactive and reactive approaches.  Other duties will be delegated and identified through supervision, consultation and discussion with line manager. Progress review will occur at regular intervals through supervision, team meetings, written reports, formal appraisal and personal development planning as per agreed NHS processes.  Assessment of new referrals is carried out within specified timescales. The post holder is responsible for forward planning to ensure safe and appropriate care delivery. Each specific care plan is tailored to accommodate each individual’s needs. The post holder is responsible for engaging with other professionals to target specific issues ensuring that a holistic care package is delivered. The post holder is also responsible for agreeing with the individual the most appropriate discharge strategy from service. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is routinely required to make decisions about individuals/staff safety and risk assessment based on knowledge and experience. Often the post holder is required to make judgements on best practice for the individual, family members and carers when a degree of complexity exists. The post holder could make with the guidance from line manager judgements and decisions involving complex health and social support.  It is essential that the post holder develops the requisite skills and expertise to be able to carry out a thorough substance use, risk, mental health and physical health assessment to inform care delivery and suitability for inclusion in service. The post with the support of the line manager holder will manage their caseload to flexibly meet the needs of service users and carers.  The post holder is also required to interpret drug screens and provide documented evidence of these interpretations clinically and with due regards to the possible medical and/or legal consequences of those interpretations.  The post holder is required to access information from a range of different sources, interpret this information and make judgements concerning staff and patient safety which is based on post holder’s knowledge and competence. Often available history and information is limited.  The post holder will also have to make decisions in relation to function of junior staff in the absence of the line manager. The post holder will also offer support and supervision to junior staff and students.  The post holder should have an awareness and be involved in an organised rolling programme to monitor and update standards and policies in accordance with local action plans and the Scottish Government. |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| To undertake a thorough assessments of alcohol and drug dependent individuals who present with a range of complex needs. To work with distressed and emotional clients who may display verbal and/or physical aggression. The client group can be intoxicated, hostile and display manipulative and drug seeking behaviour.  To deal with sensitive and confidential issues; i.e. family conflicts, suicidal ideation, bereavement or physical/sexual abuse.  The post holder is routinely required to work alone, in the client’s home or clinic setting, with demanding clients, relatives and carers, who have high expectations of intervention outcomes. In this situation, the post holder frequently makes critical clinical decisions.  To provide dynamic, proactive up to date research based interventions to encourage and support individuals with physical, sexual and emotional problems and alcohol and drug use to reach their full potential and reduce harm to themselves and others.  To work with a disenfranchised, disadvantaged client group and establish and maintain therapeutic relationships with clients who have negative preconceptions of health and social care, having had experience of discrimination from other services due to their alcohol and drug use. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Internal  As an autonomous practitioner the post holder is required to develop and maintain positive working relationships with the Line Manager and their peers to ensure consistent high standards of care. The Post holder is also required to supervise and support junior colleagues and students.  Relationships have to be developed and maintained with NHS colleagues throughout the Addiction, Mental Health, Community and hospital based services, where joint working and requests for assessment of degree of substance misuse problems are frequent.  The post holder is required to develop positive therapeutic relationships with the clients of the service to facilitate assessment, treatment and positive outcomes. It is also necessary to develop positive working relationships with relatives and carers of clients.  External  Clients, carers and relatives – to inform regularly on assessment, treatment plans, clinical conditions and outcomes. This involves communication of sensitive information concerning client’s medical and psychiatric history, conditions and prognosis.  Community Planning groups, ADP, Local Authority staff teams, Criminal Justice Teams, Education, Police, Independent sector and communities – to enhance joint working and to provide training, education, information and prevention activities to increase awareness of and reduced the harmful effects of alcohol and drug use.  The post holder frequently has to deal with sensitive information due to the stigma associated with drug and alcohol misuse and it is often contentious as there are frequently opposing views between the client, the carer and professionals involved regarding the extent and impact of the substance misuse.  The post holder is required to take due account of child care and child safety issues which may bring them in to conflict with the client whilst attempting to maintain a positive therapeutic relationship and maintaining child protection standards.  The vast majority of client and carer contact takes place either in a clinic setting or in the client or carer’s home where the post holder must take due regard of the fact that they are a lone worker and a guest in the home. As required, the team are in contact with other statutory and non-statutory agencies. These agencies include Criminal Justice Social Work, Social Work, Police, Prison Services, other Addiction Agencies such and ACA. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
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| **Physical**  The post holder is required to drive in wide geographical areas, in all weathers and light settings. Often the post holder can be required to travel long distances to be able to support clients. Post holder will carry relevant paper work, equipment relevant to needle exchange services in large bags and boxes from base to both clinic and home environments. Post holder will use keyboard and typing skills on a daily basis.  **Mental**  Aspects of this post can prove to be mentally demanding and extremely stressful as the post holder is required to time manage their own diary while contending with demands of service and covering wide geographical areas.  Frequently working in unpredictable situations where prolonged concentration is required for sustained periods.  The post holder is required to provide high-level mental effort and concentration due to confidentiality and the sensitivity of information, which is being given and sought. Daily concentration is required for the handling of used injecting equipment and using electronic and written, reports and documentation.    **Emotional**  There are emotional demands when communicating with distressed, anxious, worried clients or relatives. It is necessary to maintain a non judgemental approach when discussing sensitive issues such as sexual abuse, sexual risk behaviour, relationship problems, bereavement, family conflict and family/relationship breakdowns, anger/aggression, suicidal actions/thoughts, self harming and entrenched anxiety. The post holder also has to deal with child protection issues for clients who are regularly involved with child and family services.  **Environmental**  The post holder will also be flexible to work within any designated Addiction Services locality area within Ayrshire and Arran. Work takes place across a variety of clinical settings e.g. GP surgeries, clinics, domiciliary visits, hospital wards and the prison setting. There is frequent exposure to highly charged situations where there is the necessity to constantly assess degrees of risk.  The post holder is also at risk of potential injury from injecting equipment and legal implications of finding themselves in an environment with illicit drugs and associated paraphernalia. The post holder will also work with bodily fluids – mainly blood and urine. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * SVQ, or equivalent knowledge, in drug and alcohol use is essential. * Experience of working in the field of addictions is desirable. * Experience of working in a related community setting is desirable. * Experience of working in needle exchange services desirable. * Knowledge of addiction related theory and practise is desirable to be able to undertake comprehensive assessments of need and incorporate a range of cognitive/ behavioural strategies to enhance lifestyle change. * Good communication skills are essential * In addition the post holder is often drawn on to support training provision and provide information both individually and in conjunction with Prevention and Support Team * Car owner/driver is essential. * Information technology skills are essential * Awareness of addiction related national, local and organisational policies and guidelines. * The post holder is required to have awareness of theoretical and practical knowledge of national standards of best practice in an addiction setting. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate Job Description will need to be signed off by each jobholder to whom the Job Description applies.  Job Holder’s Signature:  Head of Department Signature | Date:  Date: |