

# Substance Misuse Support Worker

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Western Isles Health Board  
**The best at what we do**

## Job Advert



### **Substance Misuse Support Worker** Band 4 £27,598 - £30,019 per annum Plus Distant Islands Allowance of £1,279 per annum 37 hours per week Permanent post

NHS Western Isles are currently developing and expanding the Substance Misuse Service, as a result an exciting opportunity has arisen for the opportunity to join a new and upcoming Substance Misuse Service within the Community setting of Lewis and Harris.

We are seeking Individuals who are self-motivated, can work on their own initiative but more importantly as part of a team. The successful candidates will be dynamic and forward thinking with keen insight into preventative and early intervention, with focus on safeguarding while working with vulnerable adults presenting with substance, alcohol and associated issues.

You will be an integral part of our Nurse Lead team delivering consistent, equitable, high quality and timely care to individuals, helping us to make a real difference by offering a positive health experience to Individuals coming into contact with our service.

Example of duties required within this role:· supporting the nurses to complete clinical assessments.· conducting your own clinics e.g., ECGs, Blood pressure monitoring, venepuncture

- assisting with nurse led clinics for long term conditions.· health promotion activities
- responding to emergencies

For further information regarding this post please contact Debbie Macrae, Community Mental Health Nurse manager, Lewis & Harris. Tel 01851703069

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.


All NHS Western Isles vacancies appear on the NHS Scotland website: [apply.jobs.scot.nhs.uk](https://apply.jobs.scot.nhs.uk), along with a job description.If you have any further queries, please contact Tel: 01851 762027.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk>, còmhla ri dealbh-obrach.



## NHS Western Isles Benefits

Benefits include a standard working week of 37.5 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

- Between 35 and 41 days leave entitlement (inclusive of public holidays) depending on length of service
  - Automatic enrolment into the high quality NHS Pension Scheme with generous employer contributions
  - Policies that enhance your wellbeing and work-life balance including with promotion of flexible working and access to paid special leave.
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## NHS SCOTLAND JOB DESCRIPTION TEMPLATE

### 1. JOB IDENTIFICATION

Job Title:	Substance Misuse Support Worker
Responsible to (insert job title):	Substance Misuse Services Team, Team Leader
Department(s):	Substance Misuse Services Team, NHS Addiction Services
Directorate:	Mental Health Services
Operating Division:	NHS Western Isles
Job Reference:	
No of Job Holders:	2
Last Update (insert date):	Aug 2022

### 2. JOB PURPOSE

To provide comprehensive support to Senior Substance Misuse Services Clinical Staff within the Substance Misuse Team structures who carry a caseload of clients requiring alcohol and drug treatment support.

Referral and overall clinical supervision will be provided by more senior staff with the patient then being the responsibility of the post holder. The post holder will also generate a patient/client caseload independently through outreach and responding to vulnerable patients in other settings, e.g. criminal justice.

To support the overall Substance Misuse Service by assisting with and delivering brief treatment interventions, injecting equipment programme (IEP) and monitoring addiction related prescriptions by liaising closely with other addiction agencies.

To assist in the collation and presentation of statistical information and routine client data. The majority of work is patient/client based with administration restricted to arranging client meetings, recording outcomes and data, preparing reports, patient case notes via electronic MORSE and Daisy etc.

**N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.**

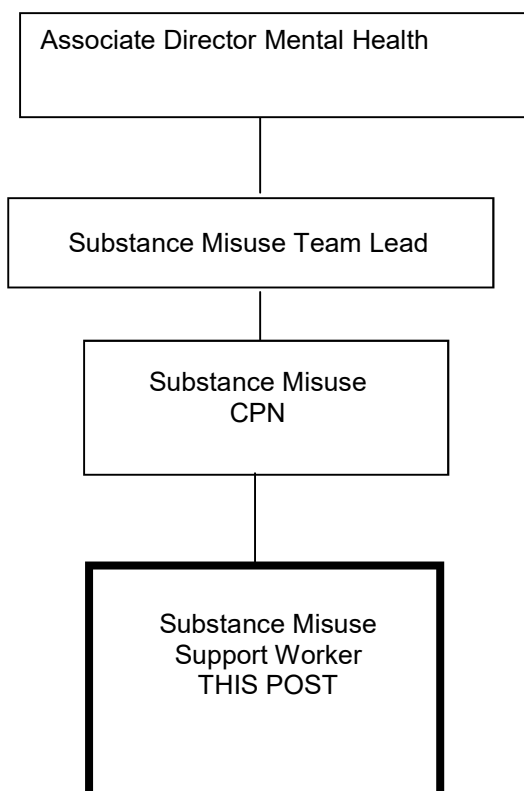
### 3. DIMENSIONS

The post holder will be flexible to work within NHS Substance Misuse Services structures. The post holder will also

be flexible to work within any designated locality area (either Lewis and Harris, Uists, or Barra) within the Outer Hebrides. The post holder will provide cover for colleagues as appropriate and offer support to new staff members.

The service offers extended hours (including weekend) provision and offers a range of interventions that are delivered across various settings including community clinics, individual's home environment, criminal justice and hospital settings. The post holder will provide advice regarding alcohol and drug use, social health 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.

#### 4. ORGANISATIONAL POSITION



## 5. ROLE OF DEPARTMENT

### ***Substance Misuse Services***

The service plans, designs, develops, implements and manages alcohol, 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 small specialist team, based in the Community Mental Health structures. These services are delivered within various settings including community, home, criminal justice and hospital.

The service is located within Integrated Services and is an integral part of the planning, management and development of the partnership.

The service delivers evidence based, intensive, support to those most in need. The Service also provides support through training, mentoring and consultancy to staff working with individuals with mild to moderate levels of problem. A range of interventions are delivered including support and treatment to individuals experiencing severe mental illness/mental illness, as well as 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. Other services include training, prevention activities, resources, information technology, liaison services and planning and monitoring.

The service is central to the planning, design and delivery of care often in an occasionally hostile and contentious environment and works in close partnership with other organisations and agencies through Mental Health, NHS and Community Planning.

## 6. KEY RESULT AREAS

To work under supervision of senior substance misuse services clinical staff in providing a comprehensive package of care for alcohol and drug clients.

To manage a limited, delegated, caseload by offering information, advice, drug testing, basic physical health screening and review of agreed care plans whilst ensuring record keeping practices are in accordance with NHS Outer Hebrides guidelines and policies.

To generate a patient/client caseload independently through outreach and responding to vulnerable patients in other settings, e.g. criminal justice.

To provide basic information and advice on alcohol and drug issues and routine prescription enquiries to clients, partner organizations and other professionals in order to provide accurate information and improve general treatment and care provision.

To provide general service information and assist in the transfer of clients to other support services in order to improve the integrated care for the client group whilst promoting and enhancing the already established links.

To provide an IEP (injecting equipment programme) to clients, supporting senior addiction services clinical staff in delivering community based clinics, identifying client needs and offering appropriate support in order to ensure a full and comprehensive service for the client.

To assist in preparing reports, record keeping, information and client outcome data for Substance Misuse Services, NHS WI, Outer Hebrides ADP and Scottish Government departments.

To provide referral information and advice, dealing with routine enquiries and communicating with agencies and other professionals involved in the clients care.

To review, update, order and supply materials such as needles, syringes, literature and leaflets ensuring cost effectiveness and that adequate supply are maintained.

To continually develop the role of the Addiction Support Worker through participation in performance review and attendance at required training.

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 comply with NHS Policies and procedures in order to meet financial, clinical and corporate governance requirements.

To provide cover for colleagues across the service, in the event of absence, emergencies and as part of personal development to ensure continuity of service provision

To participate in the delivery of training to other professionals, mainstream services and the general public to raise general awareness of the issues and complexities of alcohol and drug use. Naloxone training will be a requirement, also education to patient/carer on Antabuse information.

## **7a. EQUIPMENT AND MACHINERY**

The post holder will have an excellent working knowledge of all the clinical equipment and machinery used within their team. This will include syringes, needles and disposal bins, safe disposal of appropriate medications and equipment, urinalysis for drug screening, oral drug screens, blood pressure and pulse monitor to record vital signs.

Additionally, the Post holder will safely use all relevant administrative and IM&T equipment.

**CAR** – to travel across the Outer Hebrides to deliver treatment support, 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. Use of Teams. Require certain packages (Word, Excel, PowerPoint and Outlook) to compile reports and develop presentations. Require to access recording and reporting system on a daily basis. (e.g. Daisy, Morse,)

**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 client's alcohol and drug problem and in receiving enquiries re prescription issues. This information is then communicated to appropriate senior member of staff and is accurately recorded in client's records in line with NHS standards of practice.

The post holder is required to assess any significant risk to the client or others and complete the appropriate risk management forms. This information is logged in the client's electronic record, on file and in medical records and is disseminated as necessary.

The post holder is required to routinely provide information to colleagues and partner agencies to ensure continuity of care whilst taking due consideration of issues of confidentiality.

The post holder is required to participate in an on call or duty worker system which provides access for other agencies and clients 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 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 client and record the treatment interventions and support provided. The post holder is also required to assist in accurately completing a datasheet of waiting times for each individual referral

## **8. ASSIGNMENT AND REVIEW OF WORK**

Line management support will be provided by the Team Leader, Substance Misuse Services. Other day to day supervision and support will be provided by senior addiction services clinical staff.

Specific duties and objectives will be allocated in consultation with the post holder and review of work will occur at regular intervals through supervision, personal development planning, team meetings and written reports

## **9. DECISIONS AND JUDGEMENTS**

The majority of the post holder's work will be delegated by senior staff. However, the post holder will work unsupervised at times and will be required to provide substance use and prescription related information to clients, carers, partner organisations and other professionals involved in the clients care.

The post holder will manage a delegated limited caseload to flexibly meet the needs of service users and carers.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

To assist senior members of staff in providing comprehensive treatment and support to chaotic, illicit substance dependant clients who have a range of physical, mental and emotional issues and who may display verbal and/or

physical aggression

To participate in an on call or duty worker system providing information and support and dealing with routine prescription enquiries from client or others, in person or via telephone with minimal information at hand.

To work with a disadvantaged client group who may have negative preconceptions of health and social care, having had experience of discrimination from other services due to their drug or alcohol use

## **11. COMMUNICATIONS AND RELATIONSHIPS**

### Internal

The post holder is required to develop and maintain positive working relationships with the Line Manager, senior clinical staff and their peers to ensure consistent high standards of care. Relationships have to be developed and maintained with NHS colleagues throughout the Addiction, Mental Health, Community and hospital based services to improve communication processes.

### External

The post holder has to deal with sensitive and confidential information, due to the stigma associated with drug and alcohol 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 maintain child protection standards. The post holder and the team will work in partnership with other partner addiction services and community pharmacy as well as maintaining regular contact with prison services, and other statutory and non-statutory agencies.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### Physical

The post holder is required to drive long distances over a wide geographical area, in all weathers and light settings. The post holder will carry equipment in large bags, from base to both clinic and home environments. The post holder will use keyboard and typing skills on a daily basis.

### Mental

Aspects of this post can prove to be mentally demanding and stressful. Post holder may work unsupervised 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 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. The post holder may also have to assist in dealing with child protection issues for clients who are regularly involved with child and family services.

### **Environmental**

The post holder works across the Outer Hebrides. Work takes place across a variety of clinical settings within the NHS and partner organisations. There may be 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.

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- A professional qualification at Higher National Diploma level
- Experience in health, social care or drug and alcohol studies.
- Excellent communication skills, both oral and written, are essential.
- Excellent understanding of drug/alcohol use and associated issues is essential.
- Information Technology skills is essential.
- Experience of working in an addiction related environment is desirable.
- Experience of working in a community setting is desirable.
- Ability to deliver presentations and training is desirable.
- Car owner/driver is essential.

## **14. STANDARD ELEMENTS**

### **STANDARD ELEMENTS**

#### **Confidentiality**

**Comply with all approved NHSWI Policies and Procedures.**

**Comply with NHSWI Communication Strategy and Media Strategy.**

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

**Health and Safety:**

**Assist in maintaining own and others' health, safety and security.**

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

**Ensure own actions support equality, diversity and rights.**

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

**15. 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: 19.12.2022

## NHS WESTERN ISLES - PERSON SPECIFICATION GUIDANCE



**Job Title:** Substance Misuse Support Worker

**Department:** Should be blank for matching purposes

**Location:** Should be blank for matching purposes

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Two years' experience of working in an addiction, health or social care related environment.	Experience of working in a community setting.
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	A professional qualification at Higher National Diploma level,	
KNOWLEDGE AND SKILLS	<p>Good understanding of drug/alcohol use and associated issues.</p> <p>Good communication skills, both oral and written.</p> <p>Information Technology skills.</p> <p>Good interpersonal skills including observational, listening and empathy skills.</p> <p><i>This includes demonstration of report writing, summarising, interpretation of data and research.</i></p>	Ability to deliver presentations and training.
DISPOSITION	<p>Empathy.</p> <p>Warmth and engagement.</p> <p>Ability to work as part of a team.</p>	
OTHER	Car owner/driver	

# A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

## Useful Information

[cne-siar.gov.uk](http://cne-siar.gov.uk) Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)  
[visitouterhebrides.co.uk](http://visitouterhebrides.co.uk) (for more information on our islands and what to see and do)

## A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



# NHS WESTERN ISLES BENEFITS

## Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37.5 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,117 per year.

## Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

## Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

### Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

## Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

## NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

### Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at [sppa.gov.uk](https://sppa.gov.uk).

## Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

## Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at [bia.homeoffice.gov.uk](https://bia.homeoffice.gov.uk).

