# Job Description

|  |  |  |
| --- | --- | --- |
| 1. **JOB IDENTIFICATION**
 | Job Title | Alcohol Counselling and Support Worker |
| Department(s)/Location | IDART, Murray Riyal Hospital, Birnam Ward |
| Number of Job Holders | 1 |
| CAJE | SCO6-4688N |
| JOB PURPOSEThe primary purpose of this post is to work as part of I-Dart Integrated Drug & Alcohol Recovery Team adult services, to deliver effective, evidence-based alcohol interventions to clients referred through primary care health services and other referral routes. |
| ORGANISATIONAL POSITION**Senior Charge Nurse (Band 7)****I****Community Alcohol Charge Nurse (Band 6)****I****Alcohol Counselling and Support Worker (Band 4)**  |
| SCOPE AND RANGEThe post holder will be an integral member of the IDart multi-disciplinary team, working in partnership with colleagues from with the HSCP and specialist 3rd sector services. There is no responsibility for the management of staff, a budget or authorised signatory status.A requirement of this role is to work independently throughout the whole of the Perth and Kinross locality with a main base in Perth City Centre to meet the needs of the service.There is no responsibility for the management of staff, a budget or authorised signatory status. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**
* This will include the following core tasks:
* To develop and maintain effective communication with clients and other relevant persons, including referrers to ensure that appropriate information is shared and client’s needs are met. Liaise with relevant partners to provide effective services for people experiencing alcohol related problems.
* Develop effective communication routes for primary care referrers and work effectively with them to ensure client receives service within agreed standards and waiting times. Work effectively with partners from IDART to ensure smooth co-ordination of all referrals.
* Respond to face to face, online and telephone enquiries and provide initial information and/or assessment to people contacting the service and provide transfer of referrals to other services when required. This will include assessment, review and maintaining client records within agreed standards.
* Deliver effective evidence-based alcohol interventions, including structured counselling services in line with agency frameworks and national guidelines.
* Work as part of the I-Dart team to ensure that a cohesive team approach is maintained. To lead and supervise volunteers or students within the service, acting as a source of advice to ensure their educational needs are being met.
* Provide all information required and adhere to and utilise procedures and paperwork for case management and outcome monitoring within the service
* Work effectively with other professionals as required in line with inter-agency information sharing protocols such as Child Protection and Vulnerable Adult guidelines
* Accept and engage in appropriate supervision and undertake training relevant to post. Participate in continuing professional development opportunities.
* Assist with the planning, monitoring and evaluation of the services. Monitor standards of counselling, information and support services in line with agency policies and expectations of the contracted services. Ensure adherence to all health and safety working practices for clients and staff.
* Carry out any other duties that the IDART may reasonably request.

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**

Fundamental to the post, the post holder will ensure effective interpersonal communication for clients, referrers and other IDART staff in relation to all duties described in sections 2, 4 and 5. |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

**Essential Requirements:*** Will be able to demonstrate knowledge of NHS systems and networks particularly relating to IDART and Primary Care.
* Will be able to demonstrate a sound understanding of the needs of the agency client group and an up to date knowledge of current policy and trends in alcohol information and treatment/support interventions.
* Will be able to evidence experience of providing evidence-based individual and group interventions with adults experiencing alcohol-related problems.
* Will be able to work effectively with referrers and other agencies in delivering an integrated response to clients in the Tayside area.
* Have the ability to work as part of a team with ability to work using own initiative.
* Have the ability to network effectively with other professionals.
* Possess excellent verbal and written communication skills.

**Desirable Requirements:*** Ability to travel
* Experience of working within the alcohol and drug field.
* Experience of working with a range of services.
* Experience of planning and delivering workshops/training.
* IT Skills
 |
| 1. **SYSTEMS AND EQUIPMENT**

The post holder will be expected to utilise assessment and recording systems for patient assessment and treatment with IDART partner along with general workload **Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. **PHYSICAL DEMANDS OF THE JOB**

**Physical Skills*** Use of keyboards/IT equipment -frequent
* Ability to travel as appropriate

**Physical Demands*** General walking during parts of working time
* Attending to clients/allocation of rooms etc

**Mental Demands*** Managing a safe environment through risk assessment/management
* Retention and communication of knowledge and information – frequent
* Concentration required when checking and collecting client information, assessment, review and outcome monitoring data – frequent
* Verbal and physical abuse – potential
* Assess clients mental state
* Working autonomously with clients on daily basis
* Work effectively with referrer demands
* Using skills such as CBT, Relapse Prevention Interviewing within Person Centred counselling framework with individuals and with group work
* Facilitating and co-facilitating group work sessions
* Utilise a systematic approach to client care i.e. Assess/Plan/Implement/Evaluate
* Facilitate telephone enquiry line and virtual support medium

**Emotional Demands*** Communicating with distressed/anxious/aggressive clients
* Supporting other staff in the working environment
* Working with clients who have complex and multiple needs
* Working to tight, organised time scales
* High client volume caseload – potential
* Discussing sensitive issues i.e. sexual/physical/emotional abuse/family issues/grief – frequent

**Working Conditions*** Exposure to threats to personal safety including aggression
* Exposure to community infections
* Use of range of working venues for client appointments where conditions risk assessed
 |
| 1. **DECISIONS AND JUDGEMENTS**
* The Alcohol Counselling and Support Worker will be responsible to the Adult Services Manager for guidance and professional supervision, work review
* Formal appraisal of performance will take place with line manager
* Risk Assessment/Management
* Workload management within professional guidelines
* Assessment and work with clients
* Provision of reports as required
* In the absence of the adult services manager – allocation of appropriate work and deployment of volunteer counsellors/students and provision of advice to support decision making
* Participate in team planning and monitoring processes
 |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Creating and maintaining a safe and therapeutic environment and considering issues of child and vulnerable adult protection
* Working with sensitive emotional information
* Maintain up to date skills and knowledge
* Working with resistant clients
* Working with competing demands
 |
| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each postholder to whom the job description applies. |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |