

Team Leader

(Salary as advertised)

Romford, Havering

37.5 hours per week

Permanent

1. Main purpose of the role

The Recovery Team Leader will be responsible for managing treatment provision across the ISMS. They will supervise a team of Recovery Practitioners who will provide case management (including prescribing with the support of clinical staff), one to one key-working, low threshold and structured group work programmes, and other structured treatment for any individual coming into the ISMS through the Treatment Hub or satellite services. They will also line manage outreach practitioners, who will be working to stabilise and re-engage those in treatment within different parts of the integrated system. It is expected that this role will also carry a small caseload of complex service users.

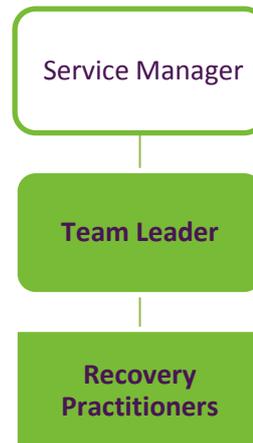
The Team Leader will work across the Treatment Hub and satellites and will form a part of the local senior management team for the Integrated Substance Misuse Service.

The post holder will be based at WDP Havering.

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to:**
Service Manager
- ▶ **Line manages:**
Recovery Practitioners



<p>Working relationships:</p> <ul style="list-style-type: none"> ▶ Operations Manager ▶ Commissioners ▶ Peers ▶ Direct Reports ▶ Service Users ▶ Carers 	
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3. Role-specific responsibilities

3.1	<p>To deliver value by</p> <ul style="list-style-type: none"> ▶ Ensuring staff (direct reports) have the appropriate support, training and guidance they need to carry out their duties ▶ Implementing agreed policy and procedure to ensure robust cost control measures are in place and actively manage service delivery costs ▶ Managing and coordinating efficient and effective deployment of staff across services ▶ To contribute to sustainable growth of the organisation through identification of new areas of work and localised funding opportunities
3.2	<p>To Ensure Safety by:</p> <ul style="list-style-type: none"> ▶ Implementing organisational policy, procedure and protocol across the Treatment Hub and satellites as required ▶ Providing regular supervision and service audit to ensure delivery and clinical standards are maintained ▶ Ensuring relevant service standards are met, (as a minimum) those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with WDP policy and within the organisational clinical governance framework ▶ Providing operational management and leadership through embedded systems of: supervision, appraisal, PDPs, induction, and ad-hoc support as needed
3.3	<p>To Increase Effectiveness by:</p> <ul style="list-style-type: none"> ▶ Providing effective and consistent leadership and management to direct reports

	<ul style="list-style-type: none"> ▶ Ensuring all interventions are provided in line with NICE guidance, (or other relevant clinical standards), and that practitioners are appropriately trained, supported and resourced ▶ Providing regular updates to direct reports and peers on developments within drugs, alcohol and health and social care fields, and developing local training as appropriate
3.4	<p>To Enhance Service User Experience by:</p> <ul style="list-style-type: none"> ▶ Ensuring high standards of practice are maintained ▶ Working with peers and other ISMS managers to improve the service in line with service user, carer and other stakeholder feedback
3.5	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP’s policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
<p>4. WDP’s commitment to you</p>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>

4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
<p>5. Your commitment to WDP</p>	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p>

	Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.
<i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i>	

Person specification		E/D	Measured by
<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
1. Education, knowledge and experience			
1.1	A minimum of two years' experience of leadership and management within drug or alcohol treatment services	E	A/I
1.2	A degree level (or relevant professional) qualification in a health and social care related subject	D	A/I
1.3	Experience of supporting individuals to achieve exceptional performance within large and complex teams	E	A/I
1.4	Experience of delivering leadership through change	E	A/I
1.5	A broad and deep understanding of the London Borough of Hackney, and the health and social care needs of those living within it	D	A/I
2. Abilities and skills			
2.1	An ability to coordinate resources to deliver recovery outcomes for service users within a challenging performance driven environment	E	A/I
2.2	The ability to manage complex processes and data for a range of audiences and articulate this information effectively to staff and volunteers	E	A/I
2.3	Excellent interpersonal and people management skills	E	A/I
3. Working within WDP's framework of commitments to employees			
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I

3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4. Key competencies			
4.1	As defined within WDP's key competencies framework for managers	E	A/I
5. Equality, diversity, vision, mission and values			
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
6. Circumstances			
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
6.2	A flexible approach to workload.	E	A/I
			Authors



	Version number	Date	Initials	Initials	Initials
	1.0	16/06/15	RL		
	1.1	21/08/15	RP		
	1.2	10/2015	MW		
	1.3	07/2018	HR		



Our Values

Entrepreneurial ▶ In Partnership ▶ Community Focused ▶ Strong Belief in Service Users