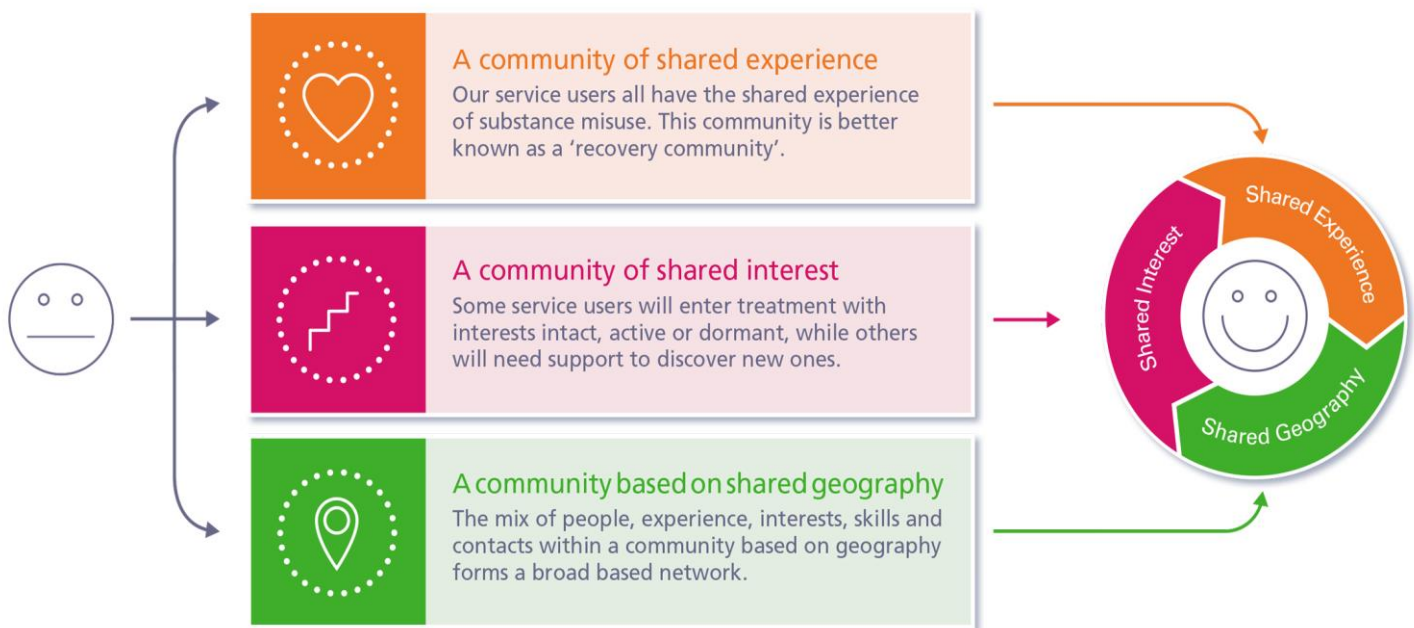


**Outreach Case Manager
Band E
Employer – ADS**

Aspire Drug and Alcohol Services are provided in partnership by Rotherham Doncaster and South Humber NHS Trust (RDaSH) and The Alcohol & Drug Service (ADS). We pride ourselves on being innovative and forward thinking and work closely with the recovery communities we serve to provide flexible, responsive services, which offer the best possible recovery outcomes for all our service users.

The Aspire Community Reintegration Model is based on the principle that everyone's recovery journey is individual to them and is related to their community, society and aspirations. Sustaining a successful, fulfilling and independent life away from specialist services depends on support networks embedded in the wider community. Therefore, community reintegration is key to sustainable recovery.

Our approach takes the view that there are three things that the sense of community is based on:



The Aspire Partnership is committed to providing high quality, evidence-based recovery interventions and care. We are a learning partnership which promotes staff training, development and competence and values clinical governance, audit and research. We have an excellent track record of modernising services and managing complex change; of integrating provision in a range of health and social care services; a high level of service user and carer involvement in delivering services and a highly committed and motivated workforce.



JOB DESCRIPTION

JOB TITLE:	Outreach Case Manager
REPORTS TO:	Senior Case Manager
BASE:	To meet the needs of the service you will be required to work across multiple base points. ADS reserves the right to change your normal place of work to any other location within the service. This may include any of the bases used by the service and agencies that it works in partnership with.
OBJECTIVES OF POST:	To work with rough sleepers and hard to engage individuals to enter the substance misuse treatment system. Provide therapeutic interventions across the area in group and 121 settings and ensuring access to community services to provide holistic support.

MAIN RESPONSIBILITIES:

1. Principal accountabilities

<ul style="list-style-type: none">Engage with potential service users in a variety of outreach settings and signpost to treatment services and other relevant agencies in the locality
<ul style="list-style-type: none">Undertake comprehensive assessments to assess the eligibility and suitability, strengths and needs of a service user in relation to the service
<ul style="list-style-type: none">Conduct risk/need assessments and implement risk management/care plans in line with Aspire policy and procedures.
<ul style="list-style-type: none">Deliver care packages including, where appropriate, psychosocial, and psychological interventions
<ul style="list-style-type: none">Liaise with other health and social care professionals where necessary and appropriate
<ul style="list-style-type: none">Function as part of a multi-disciplinary team, contributing to team meetings as required.
<ul style="list-style-type: none">Case-manage in line with a recovery focused model, utilising 1-2-1 and group-work sessions as appropriate.
<ul style="list-style-type: none">To communicate highly sensitive information within an often hostile and emotive environment to service users, relatives, and colleagues
<ul style="list-style-type: none">To assist in the decision-making process regarding the referral of service user's children to children's services assessing and interpreting complex and conflicting information
<ul style="list-style-type: none">Ensure all possible steps are taken to account for personal safety of staff and service users and escalate areas of concern where appropriate.
<ul style="list-style-type: none">Compile reports and participate in case conferences, multi-agency and multi-disciplinary team meetings and any other appropriate care planning meetings in relation to service users.
<ul style="list-style-type: none">Take personal responsibility for maintaining practice in line with developments and new initiatives.
<ul style="list-style-type: none">Undertake screening for Drug and Alcohol use.

<ul style="list-style-type: none"> • Collate statistical information as required to meet the needs of key stakeholders, both internally and externally
<ul style="list-style-type: none"> • Develop and deliver training packages for internal and external use
<ul style="list-style-type: none"> • Contribute towards the development of multi-disciplinary services for people with alcohol and drug misuse problems
<ul style="list-style-type: none"> • Proactively encourage drug and alcohol users to access substance misuse services, housing provision and, where appropriate, social support services; to promote and facilitate the harm reduction model of treatment provision in all aspects of work, to enable substance users to adopt safer practices and healthier lifestyles.
<ul style="list-style-type: none"> • To maintain and update service user records
<ul style="list-style-type: none"> • To report as soon as is practicable any incidents, complaints, or grievances
<ul style="list-style-type: none"> • Positively promote the service during internal and external meetings

2. Safety

<ul style="list-style-type: none"> • To ensure all possible steps are being taken to account for personal safety of both staff and service users during working hours and report incidents within guidelines
<ul style="list-style-type: none"> • To make the line manager aware of any potential difficulties in personal safety.
<ul style="list-style-type: none"> • Adhere to all Alcohol & Drug Service Health and Safety policies and procedures and ensure their own safety and the safety of colleagues and service users
<ul style="list-style-type: none"> • To be aware of the need for security and regard to locking windows, doors etc. and prompt reporting of any works/repairs to the line manager

3. Supervision and Training

<ul style="list-style-type: none"> • Keep personally up to date with developments and new initiatives within substance misuse
<ul style="list-style-type: none"> • Participate in regular supervision sessions with the line manager and respond to personal development to improve competencies and practice
<ul style="list-style-type: none"> • To participate in the appraisal process and work with the line manager to develop a personal training and development plan.
<ul style="list-style-type: none"> • Attend and participate in training sessions as required both as trainer and trainee.
<ul style="list-style-type: none"> • Provide an effective learning environment for all learners

4. Safeguarding

Aspire is committed to safeguarding and promoting the welfare of children, young people (anyone under the age of 18) and adults. It expects all staff, volunteers and students to share this commitment and act in such a way that safeguards and promotes the health and well-being of children, young people and adults.

Staff must ensure that they are familiar with the signs and symptoms of abuse and know what to do if any such concerns are raised.

Staff is expected to follow the safeguarding children and safeguarding adult policies and participate in related mandatory/statutory training.

5. General

<ul style="list-style-type: none"> • Assist in the development of new initiatives and new ways of working to promote the best services for substance users.
<ul style="list-style-type: none"> • Adhere to the Alcohol & Drug Service Equal Opportunities Policy regarding both staff and service users of the Alcohol & Drug Service.
<ul style="list-style-type: none"> • To undertake any duties under the direction of the line manager and or supervisor
<ul style="list-style-type: none"> • Maintain registration requirements in accordance with regulations

6. Dimensions

Responsibility for Staff

To contribute to the effective performance of all staff within the team, through effective coaching, mentoring and practice supervision whilst adhering to current legislation and evidenced based practices.

Responsibility for Service Users

To support positive change in service users with a history of problematic substance misuse through the delivery of individually tailored packages of care based on key working and psychological/psychosocial interventions.

Responsibility for Budgets

None

Responsibility for Reputation Management

To ensure the service is highly regarded by internal and external service users.

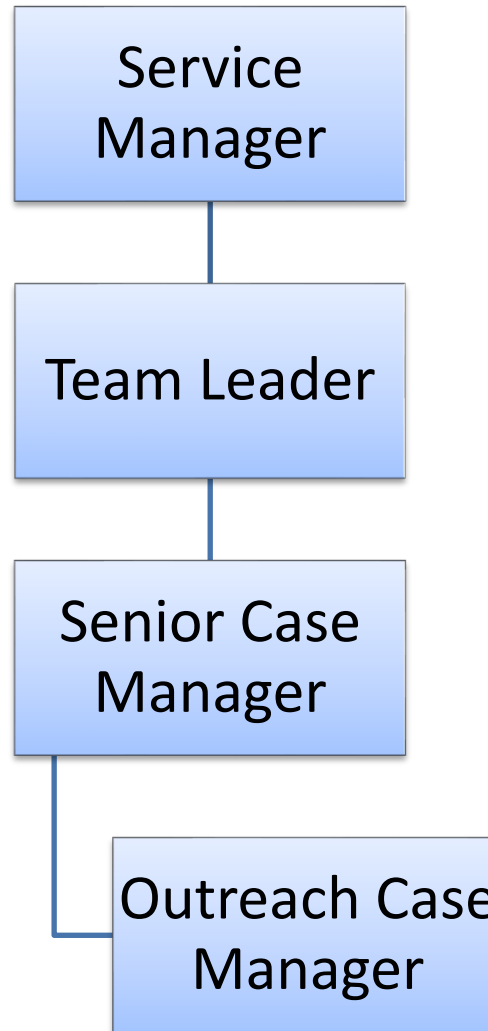
7. Decision making

These decisions should relate specifically to the principal accountabilities.

- Professional decisions about the service users' requirements
- Take necessary action in relation to risks.

Note: This job description covers the main duties and responsibilities of the job. Other activities commensurate with their job description may from time to time be undertaken by the post holder.

ORGANISATIONAL CHART



EMPLOYEE SPECIFICATION

Requirements	Essential	Desirable
Educational and Training	<ul style="list-style-type: none"> • Relevant Degree e.g. Social Work, Psychology OR • Diploma in substance misuse or equivalent • Level 3 Tackling Substance Misuse or equivalent • Microsoft Office including outlook, word, excel 	
Knowledge	<ul style="list-style-type: none"> • Knowledge of substances and their effects • Knowledge of health and safety including the ability to access high risk situations and take appropriate action. • Knowledge and understanding of the recovery movement. • Knowledge and understanding of the complexities of multi-disciplinary working. • Knowledge of mental health issues • Understanding of the issues facing substance misusers including social care, welfare benefits, health and accommodation • Knowledge of therapeutic interventions that can be used when working with service users, particularly group work. • Understanding of the clinical management of medical interventions • Knowledge of Safeguarding Adults and Children principles and application in practice • Knowledge and understanding for confidentiality and sensitivity in dealing with the public and service user information 	<ul style="list-style-type: none"> • Understand the principles of equality and diversity. • Knowledge and understanding of electronic operating systems e.g. system one. • Demonstrate knowledge in the importance of social capital and the impact it can have on mental health. • In depth knowledge of the Complex Lives service and internal pathways • In depth knowledge of Doncaster 'wrap around' services including those provided by DMBC and other local providers • Knowledge of key contacts and pathways within the DMBC area

Experience	<ul style="list-style-type: none"> • Demonstrable experience of working within an outreach service or similar • Demonstrable experience in the substance misuse field • Experience of working with service users with complex needs • Experience of working within substance misuse services • Experience of key working and psychological/psychosocial interventions • Experience of substance misuse treatment approaches 	<ul style="list-style-type: none"> • Experience of working in a multi-disciplinary team
Skills and abilities	<ul style="list-style-type: none"> • Ability to deliver holistic packages of care. • Ability to write reports and carry out appropriate assessments. • Ability to liaise with other professionals at all levels. • Ability to liaise with other agencies. • Ability to effectively manage and act autonomously. • Ability to liaise effectively with other agencies. • Demonstrate innovative practice and an ability to work in adverse situations. • Ability to promote and encourage positive use of a substance misuse service. • Ability to reflect on and develop practice. • Ability to use initiative, experience and take responsibility. • Ability to work to a high level of accuracy paying particular attention to detail and meeting deadlines. • Ability to manage own time and resources 	<ul style="list-style-type: none"> • Ability to use evidence based therapeutic approaches. • Ability to contribute to the development and practice of others, supporting and positively challenging their practice.
Personal qualities	<ul style="list-style-type: none"> • Maintain professional boundaries. 	

	<ul style="list-style-type: none"> • Mature, empathic and non-judgemental attitude towards service users • Flexibility • Good organisational skills • Good communication skills • Enthusiastic and motivated • Innovative and imaginative • Conscientious and reliable • Ability to travel within the geographical work area in a timely manner 	
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CONDITIONS OF SERVICE

Salary

Band E

Annual Holiday

29 days per annum, rising to 31 after 2 years' service and 34 after 5; plus, Public Holidays

Life Assurance

Life assurance of 2 x annual salary

Pension Scheme

On joining ADS employees will be issued with a pension pack detailing the terms and conditions of the scheme. The most up to date policy can be found on the ADS intranet.

Employee Health Benefit Scheme

Non-contributory employee health benefit scheme.

The scheme includes free cover for up to 4 dependents living with the employee and under the age of 24.

Immunisations and Vaccinations

This post requires the post holder to have Hepatitis B, Mantoux (Tuberculosis screening), Mumps, Measles and Rubella (MMR) immunisations and vaccinations.

Visual Display Unit (VDU) User

This post has been designated as a non-VDU user post.

This post has been designated an agile worker.

Note: This job description covers the main duties and responsibilities of the job. Other activities commensurate with their job description may from time to time be undertaken by the post holder.