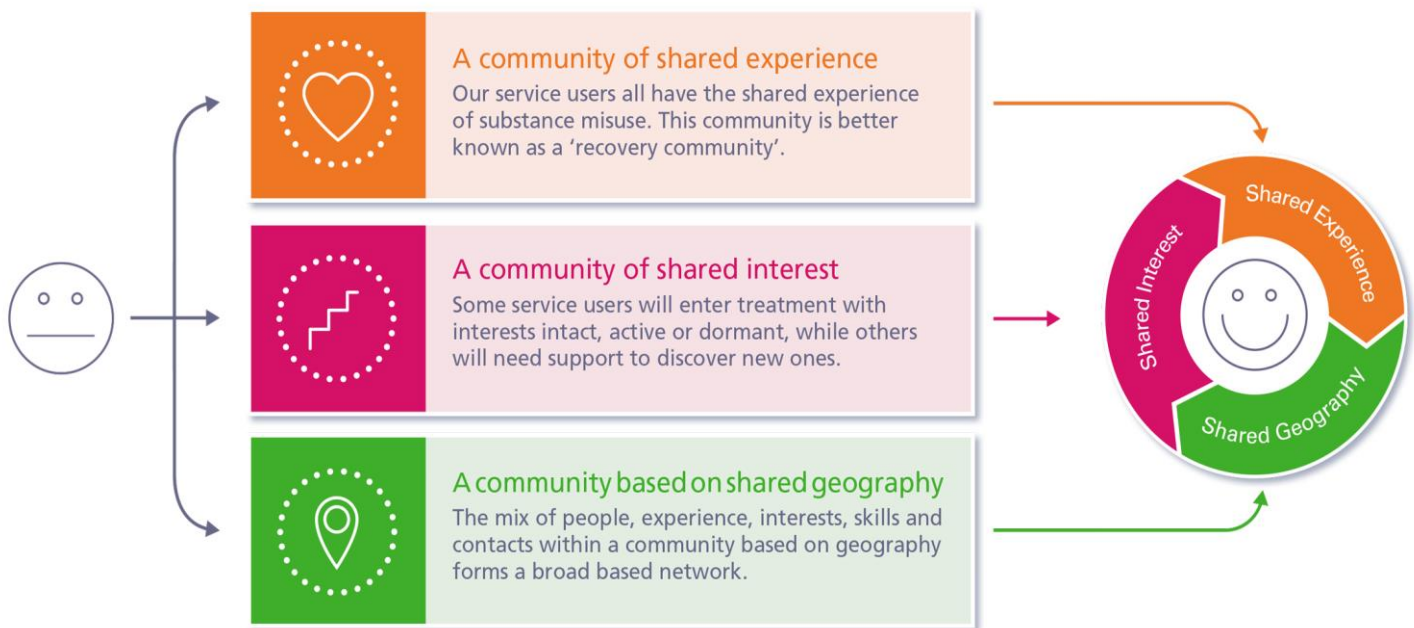


**Case Manager  
Band E  
Employer – ADS**

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

<b>JOB TITLE:</b>	<b>Case Manager</b>
<b>REPORTS TO:</b>	<b>Senior Case Manager</b>
<b>BASE:</b>	In order to meet the needs of the service you will be required to work across multiple base points. ADS reserve 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
<b>OBJECTIVES OF POST:</b>	To demonstrate expert and effective practice around substance misuse treatment. Provide advice and brief interventions, some structured key working, assessments and a needle exchange service.

### MAIN RESPONSIBILITIES:

#### 1. Principal accountabilities

<ul style="list-style-type: none"> <li>Undertake comprehensive assessments in order to assess the eligibility and suitability, strengths and needs of a service user in relation to the service.</li> </ul>
<ul style="list-style-type: none"> <li>To devise, monitor, review and update recovery care plans within the service to ensure that service users' needs are met in a timely and appropriate manner.</li> </ul>
<ul style="list-style-type: none"> <li>Deliver care packages including, where appropriate, psychosocial and psychological interventions</li> </ul>
<ul style="list-style-type: none"> <li>Conduct risk/need assessments and implement risk management/care plans and reviews in line with policy and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>Liaise with other health and social care professionals where necessary and appropriate.</li> </ul>
<ul style="list-style-type: none"> <li>Assist the teams using professional skills and a range of family and social need interventions</li> </ul>
<ul style="list-style-type: none"> <li>Function as part of a multi-disciplinary team, contributing to team meetings as required.</li> </ul>
<ul style="list-style-type: none"> <li>Case-manage in line with a recovery focused model, utilising one to one and group-work interventions as appropriate</li> </ul>
<ul style="list-style-type: none"> <li>To communicate highly sensitive information within an often hostile and emotive environment to service users, relatives and colleagues.</li> </ul>
<ul style="list-style-type: none"> <li>To assist in the decision-making process regarding the referral of service user's children to the relevant safeguarding agency assess and interpret complex and conflicting information</li> </ul>
<ul style="list-style-type: none"> <li>Compile reports and participate in case conferences and multi-disciplinary team meetings and any other appropriate care planning meetings in relation to service users.</li> </ul>
<ul style="list-style-type: none"> <li>Screen for Drug and Alcohol use.</li> </ul>

<ul style="list-style-type: none"> <li>• Collate statistical information as required to meet the needs of key stakeholders, both internally and externally</li> </ul>
<ul style="list-style-type: none"> <li>• Contribute towards the development of multi-disciplinary services for people with alcohol and drug misuse problems</li> </ul>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• To maintain and update service user records</li> </ul>
<ul style="list-style-type: none"> <li>• To report as soon as is practicable any incidents, complaints or grievances</li> </ul>
<ul style="list-style-type: none"> <li>• Assist in prescribing medication to service users</li> </ul>
<ul style="list-style-type: none"> <li>• Positively promote the service during internal and external meetings</li> </ul>

## 2. Safety

<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<ul style="list-style-type: none"> <li>• To make the line manager aware of any potential difficulties in the area of personal safety.</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to all Alcohol &amp; Drug Service Health and Safety policies and procedures and ensure their own safety and the safety of colleagues and service users</li> </ul>
<ul style="list-style-type: none"> <li>• 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</li> </ul>

## 3. Supervision and Training

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

## 4. Safeguarding

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

## 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.

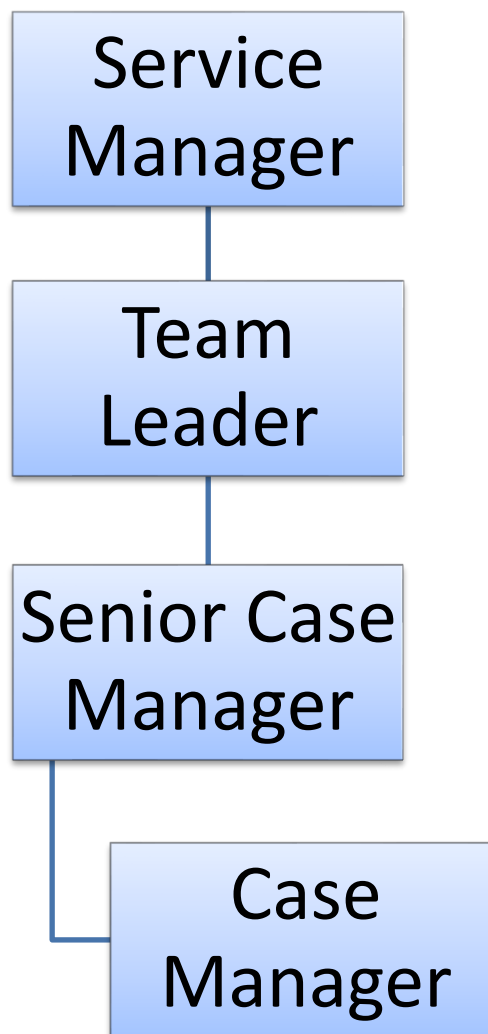
## 7. Decision making

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
<b>Educational and Training</b>	<ul style="list-style-type: none"> <li>• Relevant Degree e.g. Social Work, Psychology, OR</li> <li>• Diploma in Substance Misuse or equivalent AND</li> <li>• L3 Drug and Alcohol or equivalent</li> <li>• Microsoft Office including outlook, word and excel</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of substances and their effects</li> <li>• Knowledge of health and safety including the ability to access high risk situations.</li> <li>• Understanding of the recovery movement</li> <li>• Understand the complexities of multi-disciplinary working.</li> <li>• Knowledge of Safeguarding Adults and Children principles and application in practice</li> <li>• Knowledge of mental health issues</li> <li>• Understanding of the issues facing substance misusers including social care, welfare benefits, health and accommodation</li> <li>• Knowledge of therapeutic interventions that can be used when working with service users.</li> <li>• Understanding of the clinical management of medical interventions</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the principles of equality and diversity.</li> <li>• Knowledge and understanding of electronic operating systems e.g. systmOne</li> <li>• Demonstrate knowledge of the importance of social capital and the impact it can have on mental health</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within substance misuse services</li> <li>• Experience of a multi-disciplinary team working</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of key working and psychological/psychosocial interventions</li> </ul>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Maintain professional boundaries.</li> <li>• Demonstrate innovative practice and an ability to work in adverse situations.</li> <li>• Ability to liaise effectively with other agencies.</li> <li>• Ability to write reports and carry out appropriate assessments.</li> <li>• Ability to effectively manage a caseload and act autonomously.</li> <li>• Ability to promote and encourage positive use of a substance misuse service.</li> <li>• Ability to reflect on and develop practice.</li> <li>• Ability to use initiative, experience and take responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to contribute to the development and practice of others, supporting and positively challenging their practice</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Mature, empathic and non-judgemental attitude towards service users</li> <li>• Time Management skills</li> <li>• Innovative and imaginative</li> <li>• Conscientious and reliable</li> <li>• Flexibility</li> <li>• Confidence</li> <li>• Enthusiasm and motivation</li> <li>• Excellent communication skills</li> <li>• Ability to travel within the geographical work area in a timely manner</li> </ul>	

## 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 children under the age of 24 living with the employee.

### 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.*