

# The East Riding Partnership

## Trainee Substance Misuse Recovery Worker Band C Employer – ADS

The East Riding Partnership is a formal partnership between the Humber NHS Trust 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 East Riding Partnership 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 East Riding 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

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<b>JOB TITLE:</b>	<b>Trainee Recovery Worker</b>
<b>REPORTS TO:</b>	<b>Case Manager</b>
<b>OBJECTIVES OF POST:</b>	<b>To train for 12 months to achieve and demonstrate through academic qualification, mentoring, appraisal and practice the competencies required to deliver the role of Recovery Worker.</b>

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### MAIN RESPONSIBILITIES:

#### 1. Principal accountabilities

<ul style="list-style-type: none"> <li>To complete ALL training and development requirements as defined and denoted by ADS</li> <li>Train to gain knowledge of all aspects of a Recovery Worker role as described in the ERP (ADS) Recovery Worker Job Description</li> <li>Learn the electronic case management system and demonstrate the ability to apply that knowledge</li> <li>Interact with service users, staff and stakeholders to learn the role of Recovery Worker</li> <li>Over a 12-month period, under the supervision of your mentor, to progressively begin to deliver all aspects of the Recovery Worker role.</li> </ul>
<p><i>During the 12-month period of training and as the post holder develops the principal accountabilities will transition to those of the Recovery Worker as described in the ADS Recovery Work Job Description. Until that time the post will, in addition to the learning and training accountabilities described above, deliver the following accountabilities.</i></p>
<ul style="list-style-type: none"> <li>To provide comprehensive, high quality support services to the team, under direct supervision of your mentor.</li> <li>Act as first point of contact for the service, providing an effective reception and information service for service users and professionals making contact with the team, which may involve dealing with calls of a stressful nature.</li> <li>Undertake diary management, resolving conflicting appointments and schedules as required, which involved arranging appointments and clinics with the use of a clinical database (e.g., SystmOne), ensuring that appropriate communications are actioned, and documents are available.</li> <li>To enter all service users' contacts on the appropriate system ensuring all information is kept up to date.</li> <li>To generate standard letters for service users who do not attend booked appointments under the direction of the team.</li> <li>To undertake collection of urine and oral fluids from service users and test as directed by the team, sending samples for testing to the pathology department when required.</li> <li>To support the team by completing appropriate screening tools and records prior to consultations taking place.</li> </ul>

<ul style="list-style-type: none"> <li>• To contribute to the maintenance of effective communications across the service by receiving and giving accurate messages/information to all levels of staff, service users and other professionals who make contact with the team.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain the security and high level of confidentiality of information, ensuring that such information is handled with discretion and maintained in the appropriate systems.</li> </ul>
<ul style="list-style-type: none"> <li>• To give verbal and written feedback to senior workers in respect of service users individual care plans.</li> </ul>
<ul style="list-style-type: none"> <li>• To support the team in the facilitation of both clinics and group work sessions with service users.</li> </ul>
<ul style="list-style-type: none"> <li>• To prepare service user prescriptions for checking and signing as directed by the clinical team.</li> </ul>
<ul style="list-style-type: none"> <li>• To give out prescriptions to service users in accordance with standard operating procedures.</li> </ul>
<ul style="list-style-type: none"> <li>• To provide advice and information to service users about the range of services on offer both within the statutory and non-statutory sector and assist service users in accessing these.</li> </ul>
<ul style="list-style-type: none"> <li>• To provide basic advice and information to service users about harm minimisation and promoting healthier lifestyles.</li> </ul>
<ul style="list-style-type: none"> <li>• Be aware of and actively promote the image of the team</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake data inputting and data transfer as required by the Team Leader.</li> </ul>
<ul style="list-style-type: none"> <li>• To be responsible for the checking and maintenance of stock levels including information leaflets, drug and alcohol screening tests and ensuring stock rotation where items are subject to an expiry date</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.</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

<p><b>Formal Training</b></p> <ul style="list-style-type: none"> <li>• The post is a trainee so there is a requirement to complete and to pass ALL prescribed courses. These include:             <ol style="list-style-type: none"> <li>1. Level 3 in substance misuse or Health and Social Care</li> <li>2. SEG level 2 in:                 <ol style="list-style-type: none"> <li>i. Understanding Boundaries and Confidentiality</li> <li>ii. Equal opportunities, prejudice &amp; discrimination</li> <li>iii. Drug Awareness</li> <li>iv. Alcohol Awareness</li> <li>v. Health &amp; Safety Awareness</li> </ol> </li> <li>3. No regulated                 <ol style="list-style-type: none"> <li>i. Steroid Awareness</li> <li>ii. Current Issues in Novel Psychoactive Substance Misuse</li> </ol> </li> </ol> </li> </ul>
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4. MAST (Mandatory and Statutory) Training.
5. To participate in evidence-based training and interventions that are appropriate for a Recovery Worker to deliver e.g. (Relapse prevention, CBT, care planning, risk assessment)
<ul style="list-style-type: none"> <li>• The post is required to participate in learning opportunities in the service which will involve direct observation from the supervisor, mentor or other more senior grade.</li> </ul>
<ul style="list-style-type: none"> <li>• Utilise self-directed learning to identify and understand evidence-based interventions identified by the mentor</li> </ul>
<ul style="list-style-type: none"> <li>• Keep personally up to date with developments and new initiatives</li> </ul>
<ul style="list-style-type: none"> <li>• Participate in regular supervision sessions with the supervisor and mentor.</li> </ul>
<ul style="list-style-type: none"> <li>• To participate in the appraisal process and work with the line manager to meet the competencies required for a Recovery Worker through 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>

#### 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 are 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>• Carry out any other reasonable duties as requested.</li> </ul>

#### 6. Dimensions

##### Responsibility for Staff

None beyond being a considerate and full member of a team.

##### Responsibility for Service Users

To support the delivery of a high-quality service to service users with a history of problematic substance misuse.

### Responsibility for Budgets

None

### Responsibility for Reputation Management

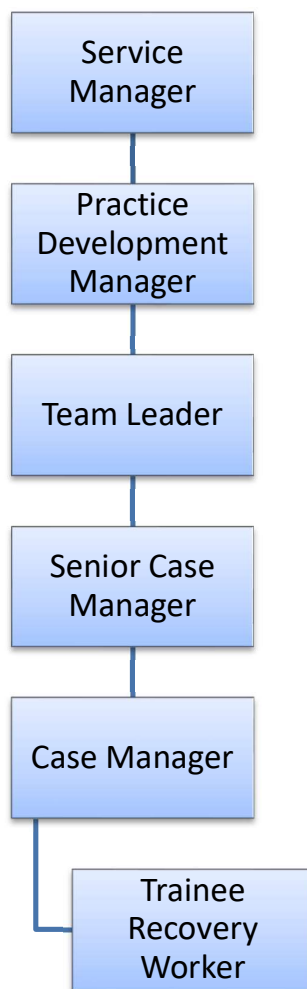
To ensure the service is highly regarded internally and by external stakeholders, including service users.

## **7. Decision making**

These decisions should relate specifically to the principal accountabilities.

- Decision making in conjunction with the Case Manager Band E & above regarding service users.

## ORGANISATIONAL CHART



## EMPLOYEE SPECIFICATION

Requirements	Essential	Desirable
<b>Educational and Training</b>	<ul style="list-style-type: none"> <li>• GCSE English &amp; Maths or equivalent</li> <li>• Microsoft Office including outlook, word, excel.</li> <li>• A willingness to undertake personal development and training</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding for confidentiality and sensitivity in dealing with the public and service user information.</li> <li>• Awareness of health and safety policies and procedures</li> <li>• Awareness of equal opportunities in respect to personnel and service users</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of working in a confidential environment</li> <li>• Knowledge of working within a healthcare / substance misuse service</li> <li>• Knowledge and understanding of NHS operating systems.</li> <li>• Knowledge of SystmOne clinical database</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Pleasant telephone manner</li> <li>• Amenable to change and flexible with short notice change</li> </ul>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• The ability to perform as a key team member and understand team dynamics.</li> <li>• Keyboard skills</li> <li>• Good organisational skills</li> <li>• Flexible attitude and the ability to respond to service user needs.</li> <li>• Working to a high level of accuracy paying particular attention to detail and meeting deadlines</li> <li>• Ability to deal calmly with emotionally upset, aggressive or angry service users.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Establish good working relationships with colleagues, service users and partners.</li> <li>• Ability to travel effectively and in a timely manner across the geographical area</li> </ul>	
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• To deal with the public</li> <li>• To reflect on own practise</li> <li>• To maintain professional boundaries</li> <li>• Reliable</li> <li>• Organised</li> <li>• Flexibility</li> <li>• Positive outlook</li> </ul>	



## CONDITIONS OF SERVICE

### Salary Band C

### 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.

### 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 is 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.*