



It's not what we do, it's what we do next

Job Description

Title of post: Team Leader Recovery Group Workers

Location: Bradford District

Responsible to: CEO

Salary Scale: £25,010 - £35,090 p/a

Additional Employment benefits: Contributory Pension Scheme, Private Healthcare package

Hours of Work: 37.5 hours per week (excluding a 30 min unpaid meal break)
Worked Monday to Friday 9.15am until 5.15pm, (although occasional week ends, later evenings and bank holidays may be necessary)

Annual Leave: 32 working days plus bank holidays (pro rata)

Special Provisions: The post is subject to the successful applicant applying for an enhanced disclosure and barring check, the results of which would not necessarily exclude applicants from consideration.

Ref: NVB-TL-1024-A

CREATE STRENGTH GROUP

Create Strength Group (CSG) provide support to those affected by individuals whose life is affected by their own, addictive behaviour or that of someone close to them. We have a specialism in recovery and aftercare, helping to maintain abstinence and personal growth. We believe all those with addictive behaviours have the ability to turn their lives around and make positive, sustainable changes to their personal circumstances and the communities they live in.

ROLE PURPOSE

To manage, supervise and oversee a multi-agency/disciplinary team offering a flexible and accessible service to service users. Working for Create Strength Group as part of New Vision Bradford the adult drug and alcohol service in Bradford.

Providing collaborative recovery support to people experiencing alcohol and drug issues, guiding individual recovery journeys through treatment and into sustained recovery. You will be leading a small team of recovery professionals designing and delivering group recovery

programmes throughout the Bradford district. Group facilitation skills and training delivery experience of short rolling courses are key to this appointment.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their responsibilities and will from time to time be asked to carry out other duties to ensure achievement of organisation goals.

Key Duties and Responsibilities

- Oversee and take responsibility for the day to day running of a range of innovative structured recovery groups to promote individual service user progression from engagement, through structured treatment to self-sustained recovery.
- Develop and agree effective pathways and procedures across the service.
- Manage, mentor, coach and ensure the development of staff reporting to you, including volunteers. This includes involvement in delivering appropriate training, recruitment, induction, monitoring performance, managing absence and performance & development reviews (PDRs)/ supervisions.
- Ensure your team engage in training through Humankind and other providers on specifically designed group work packages and implement these within the service
- Audit staff and service targets against individual staff, service specifications and contractual targets.
- Achieve performance targets in conjunction with management through motivating and managing the team effectively.
- Develop and implement structured intervention-specific programmes designed to address drug and alcohol recovery. Advocate and use a range of medium/high intense structured psychosocial interventions including motivational interviewing, ITEP, CBT-SBNT and MET in a group settings to promote engagement and retention in treatment services, encourage self-esteem, well-being, self-responsibility and enhanced motivation
- Direct your team to, where necessary, carry out triage, strengths based comprehensive assessments and risk assessments, and to contribute to the development and implementation of individual recovery plans
- Liaise with other agencies involved with service users e.g. Social Services, Job Centre, Housing, Probation Service/NOMS Prison service or any other treatment provider or drug and alcohol services.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required.
- Comply with all monitoring and evaluation systems, collect, and monitor information as appropriate and provide reports when required and actively contribute to the Partnership achieving successful outcomes for service users
- Encourage the team to be proactive and use information systems and informal discussions with colleagues to identify service users who would be suitable for group work
- Reduce substance related harm to the individual and wider community
- To advertise the availability and benefit of group work at team meetings and other forums to generate referrals

- Contribute to the effective preparation, monitoring and review of individual recovery plans
- Provide a high-quality service which is compliant with CQC standards.
- Assist in the development of effective systems for the monitoring and evaluation of the Service.
- Ensure safeguarding, serious untoward incidents and complaints and any other risks are managed in line with policy and communicated to the CEO.
- Assist the CEO in ensuring all reports to external stakeholders are timely, accurate and 100% compliant.
- Participate in the activities of the service by attending thematic and managers meetings and support any development work which may arise from these.
- Deputise for the CEO and provide ongoing service cover in the absence of other managers across the service.
- Undertake continuing professional development including participating in clinical supervision, PDRs, and attending training as/when required.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
- Keep abreast of policy and professional development within your area of professional expertise.

Additional routine duties:

- Deal with day-to-day routine enquiries – this includes providing guidance and support to staff on ad hoc case direction and recording all actions in accordance with team and organisational protocols
- To undertake training and mentoring of staff.
- Supporting the advocacy actions for clients including production of letters, forms, documents, emails, meeting attendance.
- Ensure team timely completion of trackers in accordance with the team protocols.
- To support the management of incidents within the service.
- To support the management of concerns, complaints and allegations raised about the service or individuals working in the service (staff, volunteers) in accordance with policies and procedures.
- Attending internal and external meetings District Steering Groups, delivering talks and training to promote the profile of the services of Create Strength Group throughout the district and beyond where delegated.
- Support data management and monitoring ensuring team comply with data recording and reporting requirements and deadlines.
- Oversee and support attendance management within the team – i.e. coordinating cover of diaries and managing team absence
- Authorise Annual Leave, training, and sickness absence.
- To manage all incidents within the programme in accordance with team protocols and organisational policies
- Developing and having oversight of risk assessment plans and provide guidance and direction.

- To manage safeguarding casework and reporting in accordance with team and organisation protocols
- Chair team meetings and ensure notes are recorded and actions undertaken.
- Support data management and monitoring for the unit including completing the end of quarter narrative report.
- To undertake tasks as requested by the CEO or Senior Management Team

Person specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 in Health & Social Care (or above or equivalent) <p>Or</p> <ul style="list-style-type: none"> • Minimum 3 years equivalent direct experience in substance misuse treatment/ health and social care delivery. 	<ul style="list-style-type: none"> • Relevant professional qualification e.g. addiction studies, counselling, social work, therapeutic qualification (where relevant)
Experience	<ul style="list-style-type: none"> • Relevant experience of supporting others to develop through mentoring, coaching and/or supervision. • Experience of effective partnership working relationship management, pathway, and protocol development. • Experience of culture and change management, staff engagement, service improvement. • Experience delivering cannabis interventions. 	<ul style="list-style-type: none"> • Relevant experience of working in a leadership role. • Lived experience of addiction and recovery • Experience of working with criminal justice partners including prisons, police, courts and probation services, housing, employment and mental health providers.
Knowledge and Skills	<ul style="list-style-type: none"> • Proficient in Microsoft Outlook Office programmes • Commitment to and understanding of equal opportunities and anti-discriminatory practices. • Ability to collate information and prepare reports to profile performance against set targets. • Experience of working towards achieving individual and team objectives, targets and KPIs. • Experience of managing staff performance, including management of formal disciplinary and grievance procedures. • An understanding of the needs of a range of service users. 	<ul style="list-style-type: none"> • Detailed knowledge of the endocannabinoid system

	<ul style="list-style-type: none"> • Ability to coach others in developing practice and enhance frontline delivery of interventions. • Knowledge and experience of delivering services which evidence high performance and quality standards. • Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children. • Ability to lead, inspire and develop a team. • Ability to develop positive working cultures and relationships. • Demonstrate effective communication in a variety of formats to a broad audience. • Ability to apply reasoned non-judgemental analysis to the investigation of incidents (including the death of clients) and to produce high quality investigation reports. 	
Other attributes	<ul style="list-style-type: none"> • Willingness to work flexibly. • Committed to own professional development. • Willing to travel to fulfil the requirements of the post. <p>Possess the following personal qualities:</p> <ul style="list-style-type: none"> • Tenacity • Confidence • Optimism • Self-Awareness • Adaptability • Flexibility • Reliability • Consistency • Willingness to embrace change • Enjoy social interaction • Manage stress effectively • Have strong professional boundaries 	<ul style="list-style-type: none"> • Car driver and access to own vehicle

Key Behaviours	Works Proactively Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	Leads Change & Inspires Others, Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.
	Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	Client & Customer Focused

	Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service (For “customers” please also read, members, stakeholders and audiences)
	Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions, or actions. Listens closely and communicates clearly both verbally and in writing.
Key Behaviours	Developing Our Talent Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential
	Impactful Communication Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
	Delivering Results Focuses on our individual drive and personal focus to succeed in delivering against our key objectives and targets.
	Service Excellence Continues to build on Create Strength Group’s reputation within the industry, becoming a “provider of choice” recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
	Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	Values & Respects Others Respects other individuals; listens and considers different opinions, feelings, and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.

Ref:

For more information and an informal chat, please contact
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