

## JOB DESCRIPTION

### JOB IDENTIFICATION

<b>Job Title</b>	Criminal Justice Co-ordinator
<b>Reports To</b>	Team Leader – Recovery Co-ordination
<b>Location</b>	Newcastle
<b>Hours</b>	35 hours
<b>Salary</b>	NJC 20-29 (£19,238 - £25,694)
<b>Date Updated</b>	September 2016

### JOB PURPOSE

- To hold a caseload of criminal justice clients delivering interventions that support service users within the criminal justice system to achieve recovery goals, positive outcomes, maximising engagement and retention through to planned discharge and community re-integration.
- To provide care co-ordination services to service users within the criminal justice system across the Newcastle integrated service.
- To ensure that the service's care co-ordination services are integrated and delivered to a high standard.
- To co-ordinate care across multiple systems including wider health and social care.
- To work effectively and flexibly with colleagues, the Team Leader and other managers, to ensure that high standards of performance are maintained.
- To work within a strengths-based, recovery-orientated, change and outcomes focused approach which promotes service users and communities as responsible co-producers of health, wellbeing and recovery
- Work alongside prison teams to ensure offenders leaving the secure estate are transferred effectively and smoothly into the community treatment/recovery setting
- Work alongside Probation and Community Rehabilitation Companies to ensure service users are compliant with mandatory orders and care plan goals
- To share information appropriately across wider treatment and criminal justice teams including care plans and risk information
- To prepare and deliver a range of interventions for clients on mandatory orders
- To be a point of contact between criminal justice recovery provision and external agencies such as Probation, IOM Court's and other partner agencies.
- To actively reduce re-offending

### ORGANISATIONAL POSITION

- See attached information pack.

### MAIN DUTIES AND RESPONSIBILITIES

#### Service provision:

- Represent the service at meetings with external stakeholders.
- To support a caseload of adults with substance misuse problems, monitoring and reviewing their recovery plans, focusing on their therapeutic needs and achievement of their recovery goals.
- To identify and support access to community resources to support recovery within the community.

- To build and develop service users' personal strengths, social networks and recovery capital (social, physical, human and cultural).
- To record all documentation and case-notes to a high standard and within required timeframes
- To support 'visible recovery' within the service, promoting eventual exit from treatment to service users, working with dedicated recovery individuals and information.
- To support information sharing and shared processes between the Prevention & Engagement, Reducing Reoffending and Recovery Coordination Teams to effect a safe, seamless and successful treatment journey.
- To work collaboratively and proactively with other members of staff, volunteers and peer mentors, to ensure that services are fully co-ordinated and are working collectively towards the achievement of recovery goals and positives outcomes for each individual client.

#### **Performance and personal management:**

- To participate in supervision/observations and relevant training to ensure practice conforms to national clinical guidelines and other evidenced based guidance relevant to the substance misuse field.
- To take responsibility for your own continuing professional development identifying areas for development and learning opportunities.
- To work flexibly to provide adequate cover for all aspects of the service.
- To work within, and contribute positively to, an appropriate culture of established values and expectations, embracing and implementing change.
- To be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress.
- To actively engage in opportunities for learning and development at an individual and team level.
- To comply with operational management systems of supervision, objectives, appraisal and induction.
- To work collaboratively, creatively and flexibly, to empower, challenge and change service users.
- To develop competencies to effectively deliver a range of psychosocial and other interventions required, undertaking training matched to the role as required.
- To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and service user information, including identifying areas of non-engagement.
- To adhere to the implementation of risk management procedures (including child and adult safeguarding protocols) taking personal responsibility for keeping up to date on the requirements of these procedures.
- To contribute to the continuous improvement of quality and performance of recovery coordination interventions.

#### **Service development:**

- To take a lead in specific targeted service developments as required.
- To form productive working relationships with external agencies and professionals, existing and new, to ensure that service users have access to a wide range of recovery and community resources.
- To provide service users with ongoing opportunities to consult on service development, working jointly to develop and deliver services, as appropriate, under the direction of management.
- To contribute to the sustainability of Lifeline's growth through the delivery of best practice and quality services and achieving targets and lasting outcomes for its beneficiaries.
- To ensure an appropriate level of strategic awareness at industry, local, organisational and service levels.

**GENERAL DUTIES**

- To present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Lifeline Project.
- To ensure that all visitors to the service (including service users, families/carers, professionals and the general public) are welcomed in a responsive, helpful and professional manner.
- To ensure service users' and professionals' experience of Lifeline is positive including by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users.
- To attend meetings at appointed times, maintain professional personnel and service user records and meet deadlines.
- To work flexibly across the whole service, including providing duty, late working and weekend cover as required.
- To proactively maintain professional knowledge and practice and attend, use and contribute to supervision and team meetings effectively.
- Raise drug and alcohol and recovery awareness within the community, sharing your knowledge and experience by developing packages that train and educate community and other interested groups.
- To assess risk and safeguarding issues, undertake risk and need assessments when appropriate and report any potential risk and safeguarding issues to ensure staff, service users and children are protected.
- To work within professional boundaries maintaining safety and appropriate confidentiality at all times.
- To contribute to organisational initiatives as required.
- To demonstrate commitment to Lifeline's statements of Mission, Vision and Values and strategy, ensuring that they inform, and are embedded within, service delivery and practice.
- To ensure services and duties are delivered in compliance with the law and relevant national and local policies, standards and guidance, including the CQC, NTA, NICE and other quality standards.
- To read and comply with all published Lifeline policies and procedures, at the start of your employment and again whenever they are added to or changed, as available on the Lifeline staff website.
- To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.

**To carry out responsibilities with clear regard to Lifeline's Equal Opportunities, Health and Safety, and other relevant employee focused policies and procedures.**

**JOB DESCRIPTION AGREEMENT**

This is an outline job description and may be subject to change according to the needs of the job, in consultation with the post holder

Job Signature	Holder's		Date
Post Signature	Holder's		Date

## **Criminal Justice Co-ordinator**

### **Person Specification**

**All criteria are Essential unless otherwise indicated**

#### **Experience** (through paid or voluntary work)

- Experience of working with people with substance misuse problems in a Criminal Justice setting
- Experience of delivering treatment in accordance with NTA Clinical Guidelines.
- Experience of communicating effectively with a wide range of people
- Experience in providing a range of evidence-based treatment interventions to substance misusers in both a community-based and office setting.
- Experience of using recognised psychosocial techniques in the treatment of substance misuse.
- Experience or an understanding of providing interventions that support individuals to develop their personal strengths.
- Experience of care co-ordinating a high caseload (50+)
- Experience of delivering structured group work.
- Experience of Psycho-social intervention delivery including use of MI, MET, ITEP and Intro to CBT

#### **General and Special Knowledge**

- Knowledge of models of care and new Clinical Guidelines
- Knowledge of current Models of Intervention for Criminal Justice Services.
- Knowledge and understanding of evidence based treatment approaches with substance misusers.
- A clear understanding of professionalism and professional boundaries.
- An understanding of the issues surrounding confidentiality and information sharing
- An in-depth understanding and knowledge of the harmful effects associated with drug misuse in relation to health, social welfare, housing, employability and personal relationships.
- An understanding/awareness of current national policies on substance misuse and the strategies that influence the priorities of treatment services.
- An in-depth knowledge and understanding of the treatments and interventions available to substance misusers
- A knowledge and understanding of policies related to the safeguarding of children and vulnerable adults and how these influence practice.
- An understanding of models of recovery, and the role of the community in supporting recovery.
- Knowledge of initial assessment and the cycle of change.
- In depth knowledge of Psycho-social intervention delivery including use of MI, MET, ITEP and Intro to CBT

#### **Qualifications and Training**

- NVQ level 3 in Health and Social Care, and/or equivalent professional qualification (e.g. Health Care, Nursing, Social Work, equivalent overseas qualification).

#### **Skills and abilities**

- Excellent organisational skills and attention to detail
- The ability to take responsibility for the operational running of an integrated service
- The ability to guide a team within a framework of competing priorities.
- The ability to negotiate and make decisions assertively.
- The ability to use a problem solving approach.
- Effective presentation/report producing skills.
- Ability to liaise effectively, and work in partnership, with other services.
- The ability to quickly establish a rapport with service users and to use assertive techniques to engage them in treatment.
- The ability to undertake accurate and comprehensive assessments of need, identifying levels of risk, recovery potential and to establish immediate and longer term recovery goals.

- Ability to implement recovery-focused treatment plans that demonstrate a detailed knowledge of a range of resources to facilitate progress towards recovery goals.
- Ability to use a range of psychosocial techniques and approaches and to deliver programmes of structured and non-structured interventions that are effective in facilitating progress towards recovery-focused goals.
- Ability to organise, coordinate and prioritise caseloads.
- Ability to maintain accurate and detailed case records within given deadlines.
- Ability to use data management systems for the effective recording of performance and service user data.
- Flexibility of approach to problem solving and goal achievement that demonstrates an ability to use a range of treatment and recovery-enhancing resources.
- Commitment to working collaboratively with co-workers, colleagues in other agencies, and external services to facilitate positive recovery outcomes for service users.
- Commitment to sharing knowledge, expertise and learning with colleagues (co-workers, volunteers, other professionals) in order to improve standards of practice within the service and the wider treatment environment.
- Commitment to continuous improvement in professional competence and skills in order to provide a high standard of recovery-focused care to service users.

#### **Additional Factors**

- A commitment to equality of opportunity and anti-discriminatory practice that is reflected in professional relationships with service users, colleagues and the general public.
- A desire to work within, and contribute to, a culture that is positive, dynamic, forward thinking and outcomes-focused.
- Willing and able to work flexibly to cover evening and weekend duties to meet the demands of the service.