

Job Description

Organisation:	The Matthew Project
Job Title:	Senior Practitioner (Suffolk) - Outside the Wire (OTW)
Line Manager:	Outside the Wire Manager
Pay Band:	Grade 2 Client Facing Pay Scale: £24,885 - £26,935,435 per annum
Location:	Home based

Role Summary

The post holder will provide support to current or ex-service personnel who are having issues with substance misuse, PTSD and associated issues.

The post holder will deliver groups and work with individuals. They will provide regular remote support to current or ex-service personnel by telephone, and on occasion, face to face meetings. They will also work in the community and within office locations as needed. Coordination of peer mentors will also be required.

This post will be home based but will involve establishing and overseeing the running of support groups for veterans and their families. It will also include arranging one-to-one visits in person across the whole of Suffolk, as needed. The ability to travel across the county will, therefore, be an essential requirement. The post holder is likely to need to work some unsocial hours in order to meet service users when they are available.

Service Delivery

1. To maintain links and networking opportunities with relevant local service providers.
2. To identify and attend events through which to promote the service to agencies and potential clients.
3. To keep the team manager fully informed of service development as well as service delivery issues and issues affecting outcomes.
4. To maintain and provide accurate records, statistics and reports as required by the service to support the continuation of funding for the service, including the collection of client case studies.

Substance Misuse Interventions

5. Provide support, advice and information concerning all areas related to service user health and general well-being and, where appropriate, refer to other relevant services.
6. Provide planned care and risk assessment/screening for service users, referring for clinical support if needed to include safeguarding concerns (adult and child).
7. To work closely with existing substance misuse services in order to facilitate referrals into this project and to treatment services as needed.
8. Provide ongoing evaluation of service user needs and identify those who are working towards positive closure.
9. To undertake training and facilitate the provision of service user groups.

10. Provide brief interventions including motivational interviewing on both a one-to-one basis and in group environments, particularly in the critical area of relapse prevention.
11. Treat service users and carers with respect, promoting equal opportunities whilst endeavouring to develop an understanding of their problems/needs and perspective on life, paying close attention to cultural and spiritual needs of ethnic minority groups.
12. Initiate and attend service user reviews, case conferences and other meetings as required.
13. Liaise closely with relevant agencies to enable effective pathways of care.
14. To advise other agencies of changes in the service user's circumstances as appropriate.
15. To ensure service users are enabled and empowered to make informed decisions about this service and the delivery of that service.
16. Provide support in the training and development of service user mentors and volunteers.
17. To supervise and organise support groups for veterans and families.

General Requirements

1. To work within and model the ethos, values and behaviours of the Matthew Project, as attached.
2. To take part in regular supervision, appraisal, and team meetings as well as other multi-agency meetings and forums as specified.
3. Treat all volunteers, service users and carers with respect and promoting equal opportunities.
4. To effectively organise your working day, making the best use of time, geographical distances, and resources.
5. Identify personal learning and training needs through supervision and annual personal development review/plans.
6. Actively participate in training and education.
7. Ensure that personal appearance, practice, and manner conform to the standards and expectations of the Matthew Project.
8. Maintain a professional relationship with volunteers, service users, carers, and colleagues.
9. Comply with all Matthew Project policies, guidelines, and protocols.
10. To undertake other duties and responsibilities commensurate with the post, as required.

Risk Management/Health and Safety

In accordance with the relevant policies and procedures of the Matthew Project and relevant legislation, the post holder:

- has a responsibility to themselves and others in relation to managing risk, health and safety; and
- has responsibility for the creation, maintenance, and storage of records in accordance with the Matthew Project policy, including email documents and regarding Data Protection legislation, the Freedom of Information Act, and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

Confidentiality

The post holder is required to maintain confidentiality of information, in accordance with professional and Matthew Project policy. The post holder may access information only on a need-to-know basis in the direct discharge of their duties and divulge information only in the proper course of their duties.

This job description is an outline and an account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their terms and conditions of service detailed in the contract of employment.

Hours of Work: 37 hours per week, by arrangement to cover staffing of services, this may include some evenings and weekends.

Holidays: 27 days per annum plus public holidays.

Pension: The Matthew Project will auto-enrol all staff onto their Pension Scheme after three months employment. The Matthew Project contributes 6% of gross salary. To participate in the pension staff will need to contribute a minimum of 1% of salary. Staff may elect to opt-out. However, this means they will not benefit from the Matthew Project contribution.

Person Specification

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

	Essential Without which the post holder could not be appointed.	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
Qualifications		Relevant professional / vocational qualification indicating working with people skills Trained in Motivational Interviewing	Certificates
Experience	Experience of an armed forces lifestyle Supporting individuals to enable them to achieve change Dealing with challenging behaviour Ability to work under pressure and meet challenging outcomes Experience of keeping accurate records Experience of providing and facilitating groups	Experience of supporting individuals with substance misuse issues in the community Experience of supporting individuals with Post Traumatic Stress Disorder Experience of supporting individuals with mental health needs Experience of working across agency boundaries or in a multi- agency setting Experience of working with people to achieve specific goals Experience of contributing to the set up a new project, or significant development of an existing one Experience of delivering training to individuals or groups	Application form, interview, references
Skills	Excellent networking and partnership working skills, excellent communication and interpersonal skills Demonstrate ability to work independently	Ability to reflect on practice Ability to demonstrate skills in developing and managing new projects Entrepreneurial attitude	Application form, interview, references

	Essential Without which the post holder could not be appointed.	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
	<p>Be respectful, empathic and empowering</p> <p>Ability to prioritise, plan and manage workload under own initiative, working to identified targets and outcomes</p> <p>Ability to identify and action change in care needed for service users</p> <p>Good negotiation, diplomacy and conflict management skills</p> <p>Good literacy, numeracy and IT skills</p>	<p>Group work skills</p>	
Knowledge	<p>Knowledge of the principles of recovery focussed care</p> <p>Understanding of issues involved when working within a multi-agency context</p> <p>Knowledge of issues for people who have served or are currently serving in the armed forces</p>	<p>Good knowledge of substance misuse and the issues of service users and treatment</p> <p>Knowledge of local resources, agencies and services</p> <p>Knowledge of mental health and related issues</p> <p>Knowledge of Post-Traumatic Stress Disorder and its implications for individuals</p> <p>An understanding of social integration</p>	<p>Application form, interview, references</p>
Other	<p>Demonstrates visible enthusiasm and energy for sustaining service user recovery</p> <p>Ability to travel across the county to enable the provision of outreach services and support</p> <p>To be self-motivating, able to work under pressure, ability to use own initiative</p> <p>Commitment to equal opportunities in service provision and employment and able to work within ethos of the organisation</p> <p>Positive, co-operative, solution focussed attitude towards the team and the organisation in order to support the meeting of objectives</p> <p>Promote the service and the organisation positively to</p>	<p>Experience of lone working and ability to use own initiative</p> <p>Self-awareness.</p> <p>Perception of panel from interview that post holder would fit into team</p> <p>Be able and willing to undertake further training and development specific to the role</p> <p>Ability to work outside of normal office hours depending on the needs of the service user group</p>	<p>Application form, interview, references</p>

	<p style="text-align: center;">Essential</p> <p>Without which the post holder could not be appointed.</p>	<p style="text-align: center;">Desirable</p> <p>Extra qualities that can be used to choose between candidates with all essential criteria.</p>	<p style="text-align: center;">Method of Assessment</p>
	<p>stakeholders, staff and service users</p> <p>Demonstrates non-judgemental attitude</p>		

Values and Behaviours

VALUE: We are Agile

We are responsive to change and have the ability to move quickly and decisively to meet emerging opportunities. We have a creative outlook and are flexible and dynamic in our approach to innovation and continuous development.

Measurable behaviour:

- We value proactive working as a way to seek out and identify creative ways of enhancing our effectiveness.
- Through training and development, we maximise our skills to achieve the best outcomes for all.
- We take opportunities to build on our partnerships and alliances within the community enabling us to be responsive to change, flexible and seen as a leading charity.
- We encourage participation and ideas to foster a culture of staff involvement and innovation.

VALUE: We are United

We are a professional team working collaboratively to achieve the highest standards in all we do and bring hope to those we work with. We value and promote trust through our shared commitment to openness and honesty.

Measurable behaviour:

- We encourage honest and respectful communication, enabling us to build trust and work together effectively, standing by each other when challenges arise and working towards positive solutions.
- We operate as role models in an organised and professional manner taking personal responsibility for our commitments and actions.
- We share our valued knowledge to benefit our teams, each other and those we serve, and motivate each other by giving encouragement and recognition.
- We take pride in our work and aspire to be the best we can. We are proud of the roles we have and how they contribute to the achieving our mission

VALUE: We Care

Our commitment is to never give up on hope. We care about our clients, staff and our work. We support people to recognise their strengths and realise their potential; working with acceptance in a non-judgmental way.

Measurable behaviour:

- We will take the time to be welcoming, friendly and supportive so that people feel valued, respected and listened to.
- We are thoughtful, understanding and mindful of how our behaviour and actions can affect others we work with.
- We embrace the diversity of each other and those we work by showing respect, care and consideration for people's situations and views.
- We will involve people in reaching their potential, building on their strengths to achieve the best outcomes for all.