



Job Description

Job Title:	Lead Practitioner
Job Grade:	B
Reports to:	Service Manager/ Area Manager
Direct reports:	Recovery Co-ordinators, Support Workers
Clearance required:	Enhanced DBS (HMPPS clearance where relevant)
Key stakeholders:	Service users, multi-disciplinary team members, family members, Service Managers, Area Managers.

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Job Purpose

To manage the day to day functioning and performance of a designated service team and area of specialist service delivery to ensure a positive working environment is maintained and a quality service is delivered.



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Key accountabilities:

1.	Implement, develop and assist in the management of services delivered by the team within a defined specialist area.
2.	Support the Service/Area Manager to develop, deliver, monitor and improve processes, control systems and work environments to meet quality requirements and contractual needs including KPIs.
3.	Develop, deliver and operationally lead quality service delivery elements, pathways and resources that meet service and local need.
4.	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 appraisals/supervisions.
5.	Manage a caseload of service users, completing and reviewing high quality and comprehensive assessments, risk assessments and support plans, including liaising with family members, significant others and professionals / agencies as appropriate.
6.	Maintain accurate and up to date records and reports and provide written and verbal reports as required.
7.	Analyse information and utilise this analysis to continuously improve the service.
8.	Work as part of the local management team and participate in working thematic groups and corporate activities.
9.	Contribute to the delivery of company strategy by communicating and implementing objectives and priorities at project level.
10.	Take responsibility for Health & Safety issues in the working environment.



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11.	Actively engage service users in future service design/changes to delivery.
12.	Ensure all services delivered are accessible paying particular attention to underrepresented groups.
13.	Deputise for the Service/ Area Manager in their absence.
14.	Reduce substance related harm to the individual and wider community.
15.	Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required.
16.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework.
17.	Keep abreast of policy and professional development within your area of professional expertise.
18..	Promote, adhere to and live our workplace values of being honest, committed and inventive.

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

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Person Specification

NVQ Level 3 in Health & Social Care (or above or equivalent)	E
Relevant professional qualification e.g. addiction studies, counselling, social work, therapeutic qualification.	D
Proficient in Microsoft Outlook Office programmes	E
Ability to extract, analyse and report on management information.	E
Experience of leading and developing people, including providing effective and regular supervision.	E
Understanding of and ability to implement evidenced based interventions, including brief interventions MI, PSIs, CBT and ITEP.	E
Experience of working with drug/alcohol users and delivering 1-2-1 and group evidence based interventions	D
Experience of maintaining confidentiality and working within professional boundaries.	E
Experience of completing service user assessments including comprehensive risk assessments.	E
Knowledge and experience of the Criminal Justice System (where relevant).	E
Experience of working with best practice frameworks e.g. NICE, DOH, NTA, NMC, Care Quality Commission & Caldicott Standards.	E



Person Specification

Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
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 and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind’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.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
Safeguarding training required on start	