

Job Description

Title **Complex Needs Practitioner**

Responsible to Senior Practitioner

Summary

Practitioners provide a city-wide holistic support service for 10 to 25 year olds with needs related to substance misuse, including needs that arise because of familial substance misuse. The purpose of the role is to engage young people in a variety of interventions, using a young person-centred approach, empowering them to reduce risk, increase resilience, achieve positive outcomes.

All practitioners work flexibly across the community and within our multi-agency partnership settings, on an outreach basis with a central hub base at Aquarius head office.

The caseload will include a mixture of community and multi-agency referral pathways including health, social care, education, and criminal justice.

A core part of the role will be working with young people within their families and community networks to address holistic support needs across all aspects of the young person's wellbeing. This could include diverse work related to knife crime, 5 step family work, exploitation, physical and emotional health as well as substance misuse. The aims and objectives of the service are facilitated via a delivery model that includes working days, evenings, and weekends; to accommodate the engagement of the client group and their availability.

Duties and Responsibilities

- Support and build relationships with 10 to 25 year olds, and their families, who have a variety of needs related to substance misuse, either their own substance use or somebody else's.
- Hold a caseload of young people and complete all recording and case management administration for your caseload accurately and promptly, adhering to GDPR and Data protection policies.
- Develop co-produced, outcome focused support plans that reflect each participant's personal strengths and goals. Support plans will be holistic, covering all aspects of the young person's wellbeing. Including the engagement of parent/carers, and family members where appropriate.
- Co-ordinate interventions provided by other agencies to ensure that the right support is offered at the right time to enable the recipient to progress on their journey to recovery.
- Attend and participate in clinical case discussions, completing agreed actions.

Client work

- To engage young people in a variety of interventions aimed at increasing choice and control in their lives, using a young person centred, assertive outreach approach.
- Supporting young people from the point of entry into service, via their intervention and aftercare model.
- Providing screening, co-produced assessment, psychosocial interventions, integrated and outcome focussed care planning, aftercare support, and onward transition to other services as required.
- Identifying risk, completing, and following risk management plans and reviewing them regularly.
- Identifying and responding effectively to safeguarding concerns. This may involve supporting and educating family members, making safeguarding referrals to the local authority, and participating in all relevant multi-agency meetings, including, Child Protection meetings, Complex Case Review panels CAF and Team Around the Child meetings.
- Reducing drug and alcohol related harm to young people, families, and communities
- Promoting the engagement of young people's family and community network.
- Advocating for the young person to access partnership services.
- Working with young people to support positive, holistic outcomes in relation to their health and wellbeing.
- Follow the principles of the No Wrong Door Network to ensure that all people who use our service are enabled to access the correct support by referring or enabling access (including getting clients to appointments) to other services as appropriate.
- Act on advice and support from more senior staff as appropriate.

General

- a) Maintain an up-to-date knowledge of developments in the field of alcohol, substance and gambling use and an awareness of local community needs.
- b) Understand, uphold, and work with the ethos, aims and objectives of Aquarius.
- c) Represent the organisation, raise its profile, and promote its cause.
- d) Prepare for and participate in supervision and appraisals as required by the organisation.
- e) Identify own training and professional development needs and undertake training as required by the organisation.
- f) Attend meetings as required by the organisation.
- g) Work within Aquarius' policies and procedures.
- h) Undertake such other duties as required by the organisation.

- i) Notify the Manager, Area Manager or Chief Executive of any occurrences which may affect the service, both at a professional and administrative level.
- j) Keep accurate records and the necessary data for reporting and evaluation purposes.
- k) Provide written records and reports as required by the organisation.
- l) Travel throughout the geographical area covered by the service and for training courses, conferences, and other events.
- m) To be available to work varied times, to meet the requirements of the service.

Terms and Conditions

There is a growing demand to provide a flexible service to meet client need and therefore there will be an expectation to work, days, evenings, and weekends, as required. The exact pattern of work will be determined by service need and may be subject to change.

Holiday entitlement is 32 days and 8 Bank Holidays.

The working hours are 37 hours per week however we will consider applications from those who wish to work on a part time basis.

The salary scale for this post is £23,420 - £26,804. There is an expectation that postholder will start at the entry point.

A pension scheme is available.

All Aquarius staff is employed on an initial probationary period of 6 months. During this period, notice of termination by either party will be one month.

An enhanced DBS check will be required for this post.

Person Specification – Complex Needs YP Practitioner

Qualifications/Experience

- a) Professional qualification in health/social care, youth, and community work, e.g. NVQ Level 3 or above, Dip SW, Mental Health Nursing, Counselling, Addiction Studies. or Demonstrable experience of working in the substance misuse field with a commitment to complete NVQ3 Health and Social Care or equivalent.

Knowledge

- a) Demonstrative experience of individual client work in an addiction or social care setting with young people.
- b) Knowledge of primary, secondary, and other outreach settings.
- c) Knowledge of alcohol, substances, and health related issues.
- d) Knowledge and understanding of the cycle of change, and the functional model.
- e) Experience of liaison with voluntary and statutory agencies.
- f) Experience of working with health professionals.
- g) Understanding and commitment to the principles of confidentiality.
- h) Experience of engaging effectively with clients.
- i) Knowledge and commitment to equal opportunities and anti-discriminatory practice.
- j) Good IT skills with a working knowledge of Microsoft Office.

Skills and Abilities

- a) Ability to work responsibly and flexibly in a variety of service delivery settings.
- b) Ability to write client records, reports and fulfil data requirements.
- c) Ability and willingness to work with cognitive behavioural interventions.
- d) Ability and willingness to work with the Model of Change framework.
- e) Ability to work within the Confidentiality Policy and Sharing Information Protocols.
- f) Ability to maintain clear and consistent boundaries with clients.

Method of Assessment		
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X	X	
X	X	
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g)	Ability to liaise effectively with other voluntary and statutory services.		X	
h)	Ability to communicate clearly and appropriately, in writing, face to face or on the telephone, with people from a wide range of social and cultural backgrounds.	X	X	
i)	Ability to work positively within a team.		X	
j)	Ability to work independently, prioritise, plan, and manage own workload.		X	
k)	Ability to use supervision constructively.		X	
l)	Ability to provide a flexible and adaptable approach to ensure services are accessible and responsive to client needs.		X	
Circumstances				
a)	Ability to work on own initiative.		X	
b)	An energetic self starter		X	
c)	Self-confident and ability to display appropriate level of self-assurance.		X	
d)	Ability to work flexibly to meet the needs of the service.		X	
e)	Willing and able to travel throughout the areas covered by service.		X	
f)	Evidence of a low level of health related absenteeism.			
g)	No evidence that emotional problems will affect ability to work effectively with clients.		X	
h)	Absence of an alcohol or substance misuse problem for at least two years.		X	
i)	No criminal record that prevents work with our client group or which would impact on ability to perform in the role or harm our reputation.	X	X	
j)	Postholder must live within a reasonable and accessible distance to the service.		X	
k)	Conform to standards of dress, which reflects a professional service.		X	

Key for Method of Assessment: A-Application Form I-Interview E-Exercises