

Job Description

Job Title	Lead Practitioner
Function	Service Delivery
Department/Team	Dependent on service
Reports to	Service Manager/ Area Manager
Direct Reports	Yes
DBS Check Level Required	Dependent on service
Grade/Job Evaluation Level	Implement
Salary Banding	Key Contributor B

You will be working for

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.

Purpose of the Role

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.

Key Accountabilities

- Implement, develop and assist in the management of services delivered by the team within a defined specialist area.
- 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.
- Develop, deliver and operationally lead quality service delivery elements, pathways and resources that meet service and local need.
- 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.
- 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.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required.
- Analyse information and utilise this analysis to continuously improve the service.
- Work as part of the local management team and participate in working thematic groups and corporate activities.
- Contribute to the delivery of company strategy by communicating and implementing objectives and priorities at project level.
- Take responsibility for Health & Safety issues in the working environment.
- Actively engage service users in future service design/changes to delivery.
- Ensure all services delivered are accessible paying particular attention to underrepresented groups.
- Deputise for the Service/ Area Manager in their absence.
- Reduce substance related harm to the individual and wider community.



General Accountabilities

- Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- Keep abreast of policy and professional development within your area of professional expertise.
- Promote, adhere to and live our workplace values of being kind, courageous and respectful.

Additional Information

N/A

Values and Competencies

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity

Person Specification

Qualifications

Essential or Desirable



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

Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Ability to extract, analyse and report on management information.	E

Experience	Essential or Desirable
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

