

Dual Diagnosis Assertive Outreach Recovery Practitioner

Role Purpose

- To assertively engage people who are using our services and support them in to treatment within Via's main service.
- To work across the local community, undertaking a wide range of 'duty' and 'care-coordination' functions, working with people who use our services from the point of first contact through to their planned exit from the service following treatment.

Key duties and activities of the role

- Liaising and fostering mutually beneficial relationships.
- Promoting the service and recovery in your daily practice in both group and one-to-one settings.
- Completing comprehensive assessments, risk assessment, risk management and Wellbeing & Recovery Activation Plans with service users to ensure personalised and recovery focused treatment journeys.
- Acting as a care coordinator by providing a range of evidence-based interventions such as key working, motivational interviewing, ITEP mapping, harm reduction and relapse prevention.
- Working in partnership with our clinical and aftercare services, primary care services, Criminal Justice agencies, Young Peoples' services, treatment providers, service users and the local community.
- Carrying out regular Recovery Plan reviews, attend and co-ordinate multi-disciplinary review meetings both within the service and with external parties where appropriate, and provide detailed reports for service users involved with statutory services.
- Developing and facilitating group work programmes to support service users in their recovery and maximise outcomes.
- Maintaining accurate and timely service user records through the case management system in compliance with our policies relating to information governance.

Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups.
- Proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in working directly with service users and their significant others.
- Experience of or demonstrable ability to deliver a quality level of service to people with complex needs. This includes the ability to work with people on a one-to one basis or to facilitate group sessions, to be able to complete assessments, care and support plans, risk assessments and to complete case recording to a high standard and in a timely way.

- Good IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- Understanding of and ability to apply excellent Safeguarding and risk management practices and a demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence standards for Health and Social Care and the GDPR confidentiality and privacy regulations.
- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.
- NVQ/QCF/RCF Level 3 in Health and Social Care or equivalent. Or the ability and commitment to complete this within 1 year of employment.

Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone’s knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control					
Version Number	Date Salary Banded	Salary Banding	Authors Initials		
1.0	19/01/2024	4	EC	TS	CA