



ANA LIFFEY DRUG PROJECT

JOB DESCRIPTION: June 2019

POST: Team Leader (Assertive Case Management Team)

HOURS: 35 hours a week (between 7am and 10pm Monday to Friday)

SALARY: €38,891

HOLIDAY: 25 days exclusive of bank holidays

RESPONSIBLE TO: Head of Services

RESPONSIBLE FOR: The day-to-day running of designated services in Dublin.

Vision

Our vision is for a society where all people affected by problem substance use are treated with dignity and respect and have access to quality services.

Mission

Our mission is to work with people affected by problem substance use and the organisations that assist them. We do this to reduce harm to individuals and society, and to provide opportunities for development of those individuals and organisations.

Values

<p>The Ana Liffey neither promotes nor denounces substance use but seeks to respond to problems associated with it.</p> <p><i>What this means:</i></p> <ul style="list-style-type: none"> • We support people to reduce harm • We respond to peoples needs • We recognise the potential of the people we work with • We provide evidence based responses • We are innovative. 	<p>The Ana Liffey believes in rights and responsibilities.</p> <p><i>What this means:</i></p> <ul style="list-style-type: none"> • We believe in supporting people to know their rights • We believe in encouraging people to take responsibility • We treat all people who come into contact with Ana Liffey with dignity and respect.
<p>The Ana Liffey is pragmatic.</p>	<p>The Ana Liffey aims to make a positive</p>

<p><i>What this means:</i></p> <ul style="list-style-type: none"> • We turn words into actions • What matters is what we do • We identify, take and manage risks • We are solution focused • We deliver on our commitments. 	<p>contribution to society.</p> <p><i>What this means:</i></p> <ul style="list-style-type: none"> • We actively engage in the promotion of a partnership approach • We are open and accountable • We are a quality led organisation and a leader in good professional practice • We have a local, national and international perspective.
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JOB SUMMARY

Under the guidance of the Head of Services, the main focus of responsibility is the efficient and effective oversight of designated services in Dublin. The Team Leader will work under the guidance and management of the Head of Services to coordinate the successful operation of the Assertive Case Management team, with projects in the City Centre and North East Inner City. The ACMT is a multiagency case management outreach team in Dublin city. This team focuses on offering case management services on an outreach basis to the people who are most at risk and are the most complex and entrenched cases in the city centre. The role will be responsible for staff and services designated to them by the Head of Services.

Through access to a structured package of care, intervention and support; this service will provide direct service provision to adults who are actively using, or have previously used drugs. You will be responsible for ensuring the effective day-to-day running of the designated services; ensuring a warm and welcoming service for both service users and staff alike. You will also be responsible for case managing a number of service users directly.

Whilst the organisation takes every step possible to ensure the safety of its staff, it is important to be clear that due to the nature of the work carried out at the Ana Liffey Drug Project, it is possible that you will experience aggression in the work place from the people who use our services and there is a risk that you may be verbally or physically assaulted. You will receive training in how to avoid and manage these situations; however in the unfortunate event of an assault taking place, the organisation will provide appropriate support to assist you to overcome this.

DUTIES AND RESPONSIBILITIES

1. STAFFING ISSUES

- 1.1 To provide support and supervision to the project workers, students, volunteers, etc. as delegated by the Head of Services.
- 1.2 To assist in developing and delivering relevant and in-depth induction programmes for each new member of staff.
- 1.3 To assess the training and development needs of staff that report into this post and to develop training opportunities for them in line with quality standards

- 1.4 To assist in the recruitment and interviewing of staff in conjunction with the Head of Services where appropriate.
- 1.5 To carry out staff appraisals in accordance with the ALDP's policy.
- 1.6 To be willing to be telephoned off duty or called in to the project in times of crisis.
- 1.7 To ensure there is adequate cover on the staff rota at all times and to cover services where necessary.
- 1.8 To recruit, supervise and support locum workers.
- 1.9 To maintain appropriate staff records.
- 1.10 To ensure all staff are competent in the use of ALDP's Client Management System (CMS).

2. STUDENTS AND VOLUNTEERS

- 2.1 To assist in the development of the use of students and volunteers in the delivery of services.
- 2.2 To develop a training programme for any students and volunteers used in the delivery of services.
- 2.3 To support the staff team in how to work with and support students and volunteers workers.

3. THE BUILDING

- 3.1 To ensure that Health and Safety standards are met within the project in accordance with the ALDP's Health and Safety policy.
- 3.2 To ensure that all Fire Safety standards are implemented and monitored.
- 3.3 To assist the Head of Services in maintaining the maintenance and repair of the furnishings and fabric of the property to a high standard and initiating the necessary repairs that may be required.

4. FINANCE

- 4.1 Under the leadership of the Head of Services, to carry out duties to ensure the control of expenditure within the project's budget.
- 4.2 To ensure that petty cash procedures are followed and that adequate records are kept.
- 4.3 Under the leadership of the Head of Services, to maintain a record of all stock and generate timely stock orders.

5. SERVICE DELIVERY

- 5.1 To carry a case load of Service Users as delegated by the Head of Services and in line with the work practises of the ALDP.
- 5.2 To deliver group interventions to service users as delegated by the Head of Services and in line with the work practises of the ALDP.
- 5.3 To manage on a weekly rota basis, as agreed with the Head of Services, the day-to-day running of the Assertive Case Management team.
- 5.4 Promote and develop the use of brief intervention skills within service delivery i.e. Motivational Interviewing, Relapse Prevention, Solution Focused Therapy and any other appropriate model as directed by the Head of Services.
- 5.5 To constantly evaluate the services delivered by the Assertive Case Management Team to ensure that the families (Parents and their Children), couples and single people using the ALDP services receive the highest possible standard of care and service.
- 5.6 To champion and develop the provision of services for the families (Parents and their Children), couples and single people attending ALDP, advocating for the development of policies and services to meet their needs.
- 5.7 To ensure that the practical needs of the people using the ALDP services are met.
- 5.8 To assist in the establishing and maintaining of good working relationships with Dublin based drug services, prison services, probation services, homeless services, health services, and any other relevant agencies. In particular to develop and manage positive relationship with agencies, including the HSE and an Garda Siochana, who are providing direct inputs (such as assigned staff) into the Assertive Case Management Team.
- 5.9 To assist in the establishment and maintenance of relevant working relationships with agencies operating in the community that will assist in the support of people using the ALDP services.
- 5.10 To ensure that care plans and case conferences are devised and regularly reviewed for all those people using ALDP services who are engaged in a keyworking relationship.
- 5.11 To ensure that all services are delivered according to the organisations quality standards framework.
- 5.12 In conjunction with the Senior Management Team ensure that project policies and procedures are regularly reviewed and the appropriate measures taken in light of the review.
- 5.13 To ensure a safe and secure environment and maintain high standards of care.
- 5.10 To assist in conducting of client surveys each year.
- 5.11 To ensure that the complaints procedure is well publicised and operated in accordance with the policy.

5.14 To liaise with, and take a positive active role within the local residential and business communities.

5.15 To deputise in the absence of Head of Services or as directed by the Director.

6. TEAM WORK

6.1 To work as part of a multi-disciplinary team in an outreach service, responding to issues as they arise in the most effective manner.

6.2 To arrange and manage team meetings and review days as directed by the Head of Services.

6.3 To ensure that policy decisions are carried through by all staff consistently.

6.4 To lead a multi-agency team of Ana Liffey staff, as well as assigned staff from other agencies including the HSE and An Garda Síochána to ensure that an effective team approach is maintained.

6.5 To work under the guidance of the Head of Services to ensure that the Assertive Case Management service is delivered in an integrated manner.

6.6 To work with all other Team Leaders throughout Ireland to co-ordinate staff and programmes as directed by the Senior Management Team.

7. ADMINISTRATION

7.1 To ensure that appropriate paperwork and CMS inputting is carried out which will facilitate the collation of statistics on a regular basis.

7.2 To maintain statistics on ALDP's CMS, train staff in the use of CMS and ensure that inputs from staff are accurate.

7.2 To ensure that adequate record systems are in place.

7.3 To write reports on the aspects of the projects work where necessary or in the absence of the Head of Services.

8. GENERAL RESPONSIBILITIES

8.1 In conjunction with your line manager to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of the Ana Liffey Drug Project.

8.2 To participate in internal/external meetings as required, and attend training events, conferences and other functions as necessary.

8.3 To participate in regular supervision and annual appraisal, and help in identifying your own job-related development and training needs.

- 8.4 To ensure that all Ana Liffey Drug Project policies and procedures are being adhered to, particularly those relating to Health and Safety, Complaints, Code of Practice and Confidentiality.
- 8.5 To contribute to the effective implementation of the ALDP's Equal Opportunities Policy as it affects both the ALDP and its work with service users.
- 8.6 To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of the ALDP.
- 8.7 Undertake any other duties that may be required which are commensurate with the role in consultation with the Head of Services.