



# The Well Communities CIC

## Job Description and Person Specification

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| <b>Job Title</b>      | HOPE Team Leader (Health, Prevention, Outreach & Education) |
| <b>Grade/Pay</b>      | £27,500-£30,800   |
| <b>Location</b>       | Westmorland & Furness                                       |
| <b>Hours</b>          | 37.5 hours per week   |
| <b>Accountable to</b> | Cumbria Operational Manager                                 |
| <b>Contract</b>       | Contract end date September 2025                            |

## JOB DESCRIPTION

### Overview

The Well Communities CIC (The Well) is a not-for-profit Community Interest Company, led by people in recovery from substance misuse. Working in partnership with Local Authorities to develop and deliver an innovative Behaviour Change Service to the Communities of Lancashire, Cumbria and Merseyside; The Well offers Floating Support Services for individuals housed as part of the Housing First model, Intensive Housing Management in Supported Accommodation for individuals with multiple and complex needs and a wealth of community based services to benefit individuals, families

and the local community. We offer a range of high-quality wrap around services which are available 24 hours a day, 365 days a year.

Support available is provided by staff and trained volunteers with 'lived experience' of addiction. The team specialises in providing support to people who are considered 'high risk' with multiple and complex needs including those with substance misuse issues, mental health conditions, offending behaviour, childhood trauma, learning difficulties, domestic abuse and homelessness.

You will be someone who shares our belief in the inherent capacity and potential of people to bring about positive change; for themselves and the communities in which they live. We believe that everyone has the potential to grow, learn and achieve, whatever the barriers are that they have faced. We know it takes courage and hard work to change, which is why we have a commitment statement as well as a mission. Being committed means being:

- ∴ brave enough to say when something isn't good enough
- ∴ humble enough to accept and learn from constructive criticism
- ∴ willing to take responsibility for making things better
- ∴ creative and daring enough to innovate
- ∴ determined to persist when things get tough

## Job Purpose

To support the wider HOPE team in the delivery of effective and immediate responses to minimise harm and reduce relapse whilst encouraging individuals to engage with a recovery plan covering all aspects of their life.

Supporting complaint data entry processes undertaken by the wider HOPE team to ensure accurate and timely recording on System1.

Attend regular operational meetings with wider Recovery Steps Cumbria staff team as required.

Enable and ensure the wider HOPE team meet on a regular basis to identify gaps in knowledge and facilitate sharing of best practice in line with Recovery Steps Cumbria contract requirements.

Alongside Cumbria Operational Manager, analyse and evaluate HOPE trackers provided by RSC ensuring compliance with contract standards

**General Requirements**

- Recognise personal and professional boundaries and work within agreed policies at all times
- Present a professional image and actively promote services to service users, other stakeholders, partnership organisations and the general public
- Uphold data protection legislation and only share client information as per policy, local and formally agreed information sharing protocols and client confidentiality agreements
- Maintain effective partnerships with service users, other agencies and health care professionals to help clients reduce identified physical/mental health risks
- Work flexibly across operational sites as required
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision
- Seek to improve personal performance, contribution, knowledge and skills through the participation of appraisal, training and supervision processes
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group
- Contribute to maintaining safe systems of work and a safe environment and ensure the implementation of all relevant policies and procedures for The Well Communities CIC
- Undertake other duties appropriate to the grade of the post

**Confidentiality**

The post-holder must maintain the confidentiality of all information and records relating to the work of partners, in accordance with procedures and policies in operation.

**Hours of work**

37.5 hours per week – flexible working required. Weekend, evenings and Public Holiday cover will be required.

**Annual Leave & Public Holidays**

The annual leave entitlement is 25 days plus normal Bank & Public Holidays.

**Equality and Diversity**

The Well Communities CIC operates an Equality and Diversity policy and is committed to ensuring that all employees have equal access to opportunities. Although every attempt is made to meet the access needs of disabled people, access to such premises cannot be guaranteed. The Well Communities CIC will make what reasonable adjustments can be made to accommodate access needs.

**PERSON SPECIFICATION**

**Values and principles**

- Committed to peer-led, grassroots community action
- Solutions-focused
- Reflective
- Honest
- Brave
- Loyal
- Collaborative

**Technical/ Professional Qualifications**

NVQ Level 3 in Health & Social Care (or above or equivalent) or willingness to complete a Level 3 qualification with 2 years or more of relevant experience. **Desirable**

**Skills**

Proficient in Microsoft Outlook Office programmes **Essential**

## Knowledge/Previous Experience

Experience of service delivery to hard to reach groups with multiple complex need **Essential**

Experience of using motivational and brief solution focused techniques effectively **Essential**

Knowledge and experience of the facilitation of training and workshops or group work **Essential**

Knowledge and experience of health promotion interventions **Essential**

Understanding of harm reduction principles and practice in the substance use field and experience of delivering harm reduction interventions **Desirable**

Experience of providing advice and information on safer injecting techniques to a range of substance misusers, in varying environments **Desirable**

Ability to demonstrate excellent and up to date knowledge of harm reduction issues relevant to opiate, simulants, alcohol and psychoactive substance users. **Desirable**

Knowledge and understanding of transmission of blood borne viruses and treatment options available **Desirable**

## Competencies

**Lead and inspire:** Defines the future direction of The Well/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 organisations. 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 of 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 The Well/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.

This post is subject to a DBS check at an enhanced level.

**Amendments:** This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.