

Job Description and Person Specification

Job Title	Dual Diagnosis Navigator/Outreach Team Leader
Salary	£33,000 - £38,000 (depending on experience)
Annual Leave	26 days per year and bank holidays and statutory holidays. 1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year.
Pension	Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free.
Benefits <ul style="list-style-type: none"> ● Flexible home-working, allowing you to work from home for part of your working week, subject to business needs and management approval. ● Life Assurance Cover. ● Mileage allowance of 45p per mile for using your own car for work journeys. ● Cycle to Work scheme that can save you 25-39% on the cost of a bike and cycling accessories. ● Deals and discounts available from DHI's membership of Blue Lightcard Card scheme. ● Access to a confidential 24-hour helpline to support you through life's challenges. ● Training to help you to do your job well, and a friendly and supportive workplace with a track record for promoting high performing staff. 	
Hours of Work	37.5 hours per week and additional hours as required from time to time. Usual working hours are 8am to 4pm with occasional evenings and weekends. Early morning starts will be required on some days as part of a rota for street Outreach sessions.
Place of Work	Bath St James Parade and any other location required by DHI. Flexible working means you can choose to work at home for part of your working week (to be agreed with your line manager to meet service need).
Travel for Work	Required to travel across Bath & North East Somerset and must be willing and legally able to drive and have use of a vehicle that is insured for business use.
Accountabilities	Accountable to: Service Manager Accountable for:

	1x Outreach Worker, 2x Housing First Workers
Purpose of Role	<ul style="list-style-type: none"> ● Promote social inclusion and independence. ● Lead a team of workers (including peers and volunteers) to deliver a person centred service for rough sleepers experiencing mental health and substance misuse to help them achieve better health and well-being outcomes. ● Deliver intensive, person-centered wraparound support to 10–12 clients who are rough sleeping or at risk (including those in supported accommodation), with identified or suspected co-occurring mental health and substance misuse issues.
<p>Responsibilities</p> <p>Person Centred Service Delivery</p> <ul style="list-style-type: none"> ● Use resources effectively and coordinate the day-to-day work of the multi-agency outreach team, delegating tasks and monitoring outcomes. ● Manage allocations to the outreach team ● Audit client records for compliance, safeguarding and quality assurance. ● Embed DHI's policies and procedures in the staff team's work. ● Provide coaching, seek feedback and work with the team to deliver resolutions. ● Support the Manager to encourage self-direction and stimulation and manage risk taking. ● Support the Manager to meet the data information and reporting requirements of the team. ● Work with other services, agencies, and stakeholders to enhance outcomes and help to integrate people-focused support in communities. ● Advocate and support clients to access specialist services which will enable them to find or sustain suitable accommodation. ● Work with a wide range of partners to support the development of local strategies and responses to rough sleeping and dual diagnosis. ● Maintain suitable referral and support pathways for rough sleepers with Mental Health and Substance Misuse services <p>People and Performance</p> <ul style="list-style-type: none"> ● Recruit, supervise, appraise, and develop the team. ● Create a high performing and dynamic team with clear team goals. ● Facilitate regular team meetings. ● Create a positive, collaborative, stimulating culture and role model DHI values in your behaviours. ● Develop the skills, knowledge, and experience of your team members. 	

- Monitor team performance through reviews, address issues and prevent re-occurrence using DHI's performance management framework.

Compliance

- Ensure the team understands and adheres to all DHI's policies and procedures as well as good practice guidelines, legal and regulatory requirements including safeguarding people, health and safety and information governance.
- Make best use of the team's resources, operate within the budget, and adhere to DHI's policies and procedures

Other

- This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.
- The post holder will be expected to undertake any other duties reasonably requested by their manager and commensurate with the expectations of the role.

Skills, Knowledge, Experience, and Behaviours

The most important quality to succeed in this role will be your positive attitude, resilience, and enthusiasm for the work of DHI and your team.

Essential Criteria:

It is also **essential** that you can demonstrate:

Behaviours

- Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).

Experience

- Experience of supporting people who have experienced rough sleeping
- Assessing risk and making an informed judgement,
- Working in a service sector e.g. health, social care, welfare benefits, teaching, armed forces, criminal justice etc.

Skills and Qualifications

- Good communication skills, written, verbal and motivational.
- Ability to plan, prioritise, and organise the work and time of others.
- Good basic level of IT literacy (proficient in Word, sending emails and able to input data into systems following training).

Other

- Able and willing to travel around the geographical area covered by the service.

Desirable Criteria:

It is **desirable** that you can demonstrate:

Experience

- Experience in managing and/or supervising staff.
- Undertaking assessments and producing support plans within a health or social care setting.
- Working with people experiencing problematic drug or alcohol use, offending background or homelessness.

Skills and Qualifications

- Brief solution focussed counselling, motivational interviewing, or coaching skills or qualification.

Knowledge

- Housing and benefits legislation (Housing).
- Harm Reduction and Recovery (Drug or Alcohol Treatment).

All the above skills, knowledge, experience, and behaviours will be tested at application and interview.

DHI Behaviours Framework

Value: Self-Direction

What Do We Mean?		Why Is It Important?	
Encouraging independent thought and action within safe and responsible boundaries, and with clarity of purpose; enabling self-determination and creativity; expecting self-reliance, initiative and successful progress		Because we are driven by a motivation to achieve our own potential and support service users to overcome barriers and be supported in achieving theirs. DHI values independence highly since people are motivated and happier when able to exercise maximum responsibility. Organisationally, independence, allows us to focus on achieving our core purpose.	
Level 1 - Worker	Level 2 – Manager (+ Level 1)	Level 3 – Senior Manager (+ Levels 1 & 2)	
<p>Works independently and proactively, with strong self-motivation</p> <p>Analyses all the issues when problem solving; seeks input and understanding to make appropriate judgements</p> <p>Stays focussed on the end goal/s; helps others set their own goals, shows belief through listening respectfully, provides helpful information to empower other’s decisions</p> <p>Identifies helpful and innovative ideas and solutions to problems and challenges; enables and encourages others to identify their own solutions</p> <p>Collaborates with others across the organisation to build strong relationships, solve problems and share information</p> <p>Works respectfully and creatively within all established DHI policies and processes.</p> <p>Supports clients to stand on own two feet, facilitates maximum independence.</p>	<p>Leads and coaches the team to generate well-thought-out ideas and solutions; listens to staff, challenges their thinking in a constructive way; is open and encouraging</p> <p>Demonstrates interest in and knowledge of team member’s activities; is aware and informed of issues, opportunities and activities across DHI</p> <p>Delegates and empowers with authority where appropriate</p> <p>Gives clear and constructive feedback</p> <p>Is accessible, visible and available</p> <p>Represents team member’s voices in wider organisational conversations; promotes ideas from the team where they have the potential to lead to positive change</p> <p>Is well networked; has strong and effective working relationships with all service sector stakeholders and colleagues across DHI</p> <p>Encourages increased responsibility</p>	<p>Sets clear direction, focussing and enabling the delivery of change and business as usual work</p> <p>Builds strong and effective networks across DHI and the sector locally and nationally; regularly researches the market and canvasses opinion to inform strategy, design, review and improve services</p> <p>Finds answers when no one else can, and takes responsibility</p> <p>Encourages directly and by example others to be robust thinkers</p> <p>Trusts and supports decisions made by the team where they are in line with DHI strategy, values and aims</p>	

Value: Stimulation

What Do We Mean?		Why Is It Important?
Offering a stimulating environment allowing innovation and creativity to flourish in individuals; encouraging enthusiasm and positivity, flexibility and openness to new ideas and challenges and opportunities		We recognise that to change we must take calculated risks and do things differently. This applies as much to our service users as the organisation in a regularly changing and responsive operating environment. We need to encourage and prompt positive, creative and flexible contributions from all.
Level 1 - Worker	Level 2 – Manager (+ Level 1)	Level 3 – Senior Manager (+ Levels 1 & 2)
<p>Shows enthusiasm and positivity when working with colleagues, clients and stakeholders</p> <p>Demonstrates a desire to learn and develop</p> <p>Generates ideas and possibilities; is open to new thinking and ways of working</p> <p>Values and supports ambition in others</p> <p>Demonstrates thoughtful and evaluated risk taking; challenges own and other’s thinking constructively</p> <p>Collaborates with partner organisations and others across the organisation to expand own thinking, find the best ideas and implement positive action</p> <p>Supports clients to identify and take calculated risks in order to effect positive change</p> <p>Demonstrates excellent interpersonal skills</p>	<p>Inspires others with vision and ideas; leads by example as a positive role model</p> <p>Demonstrates full knowledge of DHI and complementary agency services and encourages team members to collaborate, learn from and share with each other</p> <p>Uses awareness of what drives and motivates individual team members; proactively offers opportunities to match their interests, skills and development aims</p> <p>Includes the whole team; promotes regular, open discussion and debate; ; knows the difference between “wrong” and “different”</p> <p>Identifies own and other’s development needs and supports self-improvement</p> <p>Encourages balanced, informed and evaluated risk-taking</p> <p>Uses a range of ways to stay informed, connected and up-to date with new thinking and ways of working</p>	<p>Demonstrates deep knowledge of market trends, new thinking, and potential for identifying lucrative alliances</p> <p>Open to new possibilities; visionary</p> <p>Is able to translate strategic possibilities into “what this means for us...”</p> <p>Inspires people; regularly communicates DHI’s strategy in an inspiring and informative way</p> <p>Moves flexibly and at pace when required in the face of changes; makes thoughtful and balanced decisions and plans; shows awareness of the impact on others</p> <p>Drives, encourages and recognises innovation</p> <p>Takes responsibility for higher risk decisions beyond the remit of the team/individual</p>

Value: Zest for Life

What Do We Mean?		Why Is It Important?	
<p>In so far as it is not damaging to self, others, the sustainability of organisation or the environment, to enable people to pursue goals that further their happiness and enjoyment; expecting positive approach to and encouragement of own and other's professional and personal aims</p>		<p>We recognise that people make change in order to lead a happier more fulfilling life successful, we need to develop the potential of our staff and clients, building on strengths, interests and motivations, and to balance that focus within safe and respectful boundaries; because the workplace is a better place to be when we work with engagement and fun</p>	
Level 1 - Worker	Level 2 – Team Leader and Manager (+ Level 1)	Level 3 – Senior Manager (+ Levels 1 & 2)	
<p>Demonstrates optimism and positive energy towards others, team members and clients</p> <p>Brings appropriate humour into the workplace, being conscious of others sensibilities and DHI culture and ways of working</p> <p>Participates positively in group activities and discussions</p> <p>Celebrates own and others achievements and successes</p> <p>Shows resilience, remains positive, optimistic and calm in the face of feedback, risks and problems</p> <p>Solution focused: positively enjoys problem solving</p> <p>Promotes DHI in an interesting and exciting way to all internal and external stakeholders</p>	<p>Role models energy, enthusiasm and positivity for the team</p> <p>Encourages celebration of success; enables open reflection and learning from challenges and difficulties</p> <p>Allows time for staff to enjoy themselves, encourages work-appropriate behaviour to foster this atmosphere</p> <p>Takes a broad approach to supervision; shows curiosity about team members, their aims and goals and what they enjoy</p> <p>Promotes and models good health and wellbeing and supports healthy work/life balance</p> <p>Makes team working fun; brings creative ideas to include and involve everyone in finding ideas and solutions</p>	<p>Creates energy by encouraging activity and involvement; joins in; leads by example</p> <p>Creates and presents DHI strategy and plans in a positive and exciting way</p> <p>Gives feedback to teams and seeks feedback, and involvement from them to help shape and influence DHI's future direction and plans</p>	