

## Alcohol and Drug Service Team Lead Nurse

---

<b>Department:</b>	Alcohol and Drug Service
<b>Section:</b>	Mental Health
<b>Reports to:</b>	Head of Alcohol & Drug Service
<b>JE Ref:</b>	HCS1128.1
<b>Grade:</b>	NM07
<b>JE Date:</b>	18/07/2022

### Job purpose

The job purpose is to contribute to the strategic aim of reducing substance misuse related harm in Jersey.

The post holder will provide professional leadership and be accountable for the clinical and operational management of the specialist Alcohol and Drug Service. The post holder will deputise for the Alcohol and Drug Service Lead.

The post holder will lead the provision of expert advice, guidance, clinical intervention and education to all levels of the multi-disciplinary team and partner agencies demonstrating a high degree of expertise, decision making and autonomy. The post holder will direct and deliver care to clients with alcohol and drug related problems.

### Job specific outcomes

Accountable for the clinical and operational management of the Alcohol and Drug Service. The post holder will manage the multi-disciplinary team to ensure provision of specialised programmes of care to clients with a range of complex physical, psychological and social needs who present in the community and inpatient settings with alcohol and drug related problems, to ensure the client group receive care which is equitable and which demonstrates best practice.

Responsible for the development of the Alcohol and Drug Service, formulation and implementation of local policy, guidance and advice documents relevant to the specialist area to ensure the service delivered remains contemporary and in line with national guidelines.

Provide leadership to the Alcohol and Drug Service by directing, leading and motivating colleagues to create a positive work culture, maintain a high standard of professionalism, efficiency and effectiveness in service delivery, ensuring delivery of service and organisational priorities. The post holder has authority to make operational decisions, prioritise and delegate in the specialist area.

Responsible for day-to-day budget management of the service to ensure value for money. Responsible for creating and maintaining effective networks, which are capable of facilitating cross boundary and inter-agency working. Develop and maintain collaborative working relationships with other relevant professionals and disciplines in order to provide a seamless service to clients, advocate for client needs and maintain the profile of the speciality and service.

Provide clinical advice and act as the lead in the specialist area to support Doctors, General Practitioners, Nurses, allied professionals, clients and their families to ensure care across all health services is non-judgemental, client centred, safe and mitigates risk.

Demonstrate advanced clinical competence and high-level personal and professional autonomy to provide clinical care to a caseload of complex clients. Operate in the absence of other specialist staff and use authority to make clinical decisions, prioritise and direct client care in the speciality area.

Responsible for devising and delivering education and training programmes in the specialist area to all levels of health staff across all hospital departments, mental health and partner agencies. To share expertise, cascade best practice, raise standards and to promote a culture of collaborate working.

Work at the forefront of practice innovation to enhance service delivery and challenge professional and organisational boundaries in the interests of the service and clients to ensure excellence in care delivery across the organisation for the benefit of the client group.

Responsible for maintaining and enhancing standards of care through the implementation of continuous improvement initiatives in line with key performance indicators. Demonstrate research experience, critical analysis skills and the application of research to lead regular audit, statistical collection and analysis, service evaluation, developments and report writing. Synthesis new knowledge and developments into practice to ensure the service demonstrates evidence based practice and acts consistently with quality standards, guidelines and policies, benchmarking against national and international standards.

Responsible for meeting the Alcohol and Drug Service objectives and contributing to the strategic objectives of the Mental Health and Public Health services working towards implementation of the Jersey Care Model.

### **Statutory responsibilities**

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

#### **<Delete the following statement if not applicable>**

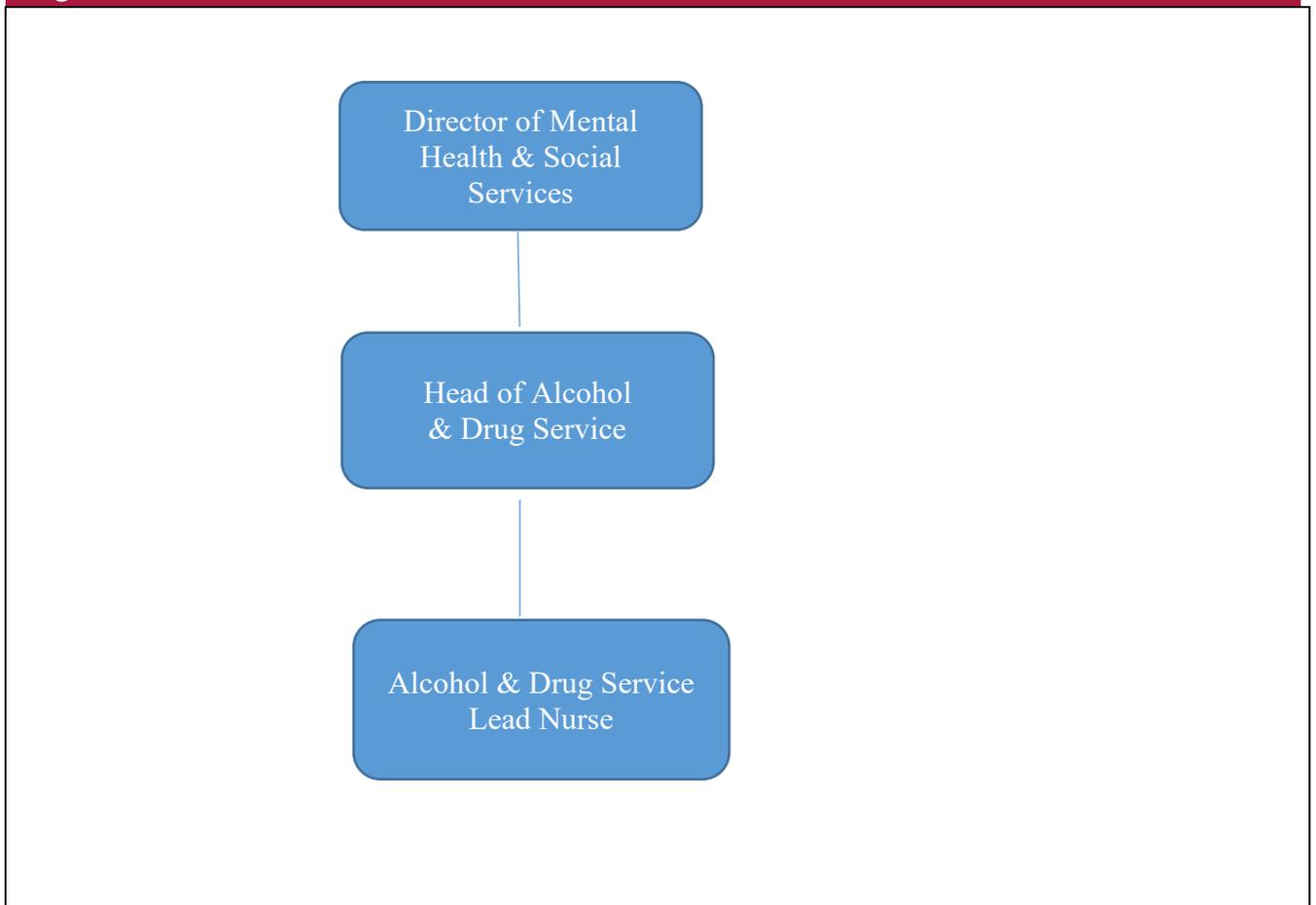
This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

## Organisational structure

### One Government Departments



## Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b></p>	<p>Current NMC registration as an Adult or mental Health Nurse.</p> <p>5 years post qualifying experience including 4 years recent experience in the speciality area.</p> <p>1<sup>st</sup> degree in a health related subject (Level 6 equivalent).</p> <p>Continued post registration professional development relevant to the post.</p> <p>Teaching / mentoring qualification.</p> <p>Management / Leadership award / qualification.</p>	
<p><b>Knowledge</b></p>	<p>Advanced clinical knowledge and skills in the speciality area underpinned by theory and experience.</p> <p>Active knowledge of providing and engaging in clinical supervision.</p> <p>Understanding and compliance with the NMC Code of Practice, continued professional development and revalidation requirements.</p> <p>Knowledge in management, leadership, of leading a multi-disciplinary team.</p>	<p>Specific speciality related knowledge: e.g Psychological therapies, liver disease, project / change management.</p>

	<p>Expert knowledge of risk management and crisis management required to underpin the delivery of safe care.</p> <p>Knowledge of appropriate communication techniques as the post requires a strong, confident and resilient decision maker, often having to communicate unpopular decisions and advice in the best interests of the service or which may be looked on unfavourably by clients or family</p> <p>Knowledge of change management</p> <p>Knowledge of HR requirements for managing a team</p>	
<p><b>Technical / Work-based Skills</b></p>	<p>Fluent spoken and written English</p> <p>Mode of transport to travel between sites and home visits</p> <p>High level of accuracy when inputting data</p> <p>Proficient keyboard skills, knowledge of MS office suite and ability to use / learn to use existing computer systems. Speed required for note writing and when data / information is required at short notice</p> <p>Presentation skills</p> <p>Lead report, guidance and document writing</p>	

	<p>Lead / contribute to service reviews.</p> <p>Excellent interpersonal / communication skills with a variety of media and at all levels. This includes the ability to communicate in difficult and challenging environments</p>	
<p><b>General Skills/Attributes</b></p>	<p>High level of written and verbal communication, oral communication skills including good persuasion and motivational techniques.</p> <p>Teaching / assessing / supervising skills</p> <p>Organisation and negotiation skills</p> <p>Ability to motivate self and others</p> <p>Ability to inspire others, professional role model</p> <p>Ability to work autonomously and as a lead for the wider team Flexible attitude to working</p> <p>Able to recognise own limitations, be a reflective practitioner.</p> <p>Personally and professionally mature</p> <p>Assertive, confident, yet approachable Problem solver / confident decision maker</p> <p>Ability to operate strategically to lead towards service and organisational objectives.</p>	

	<p>Organised with effective time management, ability to prioritise and delegate fairly and safely.</p> <p>A strong team player who can professionally lead.</p>	
<p><b>Experience</b></p>	<p>Experience of managing a multi-disciplinary team Developed experience over a period of years undertaking comprehensive physical, psychological and behavioural assessments of clients, incorporating history taking, clinical decision making, care planning and risk management.</p> <p>Experience of management of alcohol and drug problems including the delivery of detoxification to acutely unwell clients, in client's homes and managing clients prescribed opiate substitution treatment.</p> <p>Knowledge and experience of applied pharmacology, evidence based practice, public health and health promotion in the specialist area.</p> <p>Risk management and crisis management required to underpin the delivery of safe care.</p> <p>Has significant post registration experience where autonomous working at advanced level has been acquired in the speciality area.</p>	

	<p>Has experience of leading evidenced based service improvement and innovation</p> <p>Experience of managing a multi-disciplinary team Developed experience over a period of years undertaking comprehensive physical, psychological and behavioural assessments of clients, incorporating history taking, clinical decision making, care planning and risk management.</p> <p>Experience of management of alcohol and drug problems including the delivery of detoxification to acutely unwell clients, in client's homes and managing clients prescribed opiate substitution treatment.</p> <p>Knowledge and experience of applied pharmacology, evidence based practice, public health and health promotion in the specialist area. Risk management and crisis management required to underpin the delivery of safe care.</p> <p>Has significant post registration experience where autonomous working at advanced level has been acquired in the speciality area.</p> <p>Has experience of leading evidenced based service</p>	
--	---	--

	<p>improvement and innovation Experience of designing, delivering and evaluating training to colleagues at all levels.</p> <p>Experience of conducting reflective practice and providing clinical supervision. Experience of leading, undertaking and contributing to research / audit.</p> <p>Knowledge of safer recruiting policies</p> <p>DBS clearance</p> <p>Have experience of working with vulnerable adults and parents with children involved in child protection proceedings.</p>	
--	---	--

## Personal Attributes

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators

## Additional job information

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information.

### Contextual Information

#### **Communication and Relationships**

*Tell us about the skills required by a typical post-holder to communicate, establish and maintain relationships and gain the cooperation of others. Let us know the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. You should also include any difficulties involved in exercising these skills.*

The post holder will develop and maintain daily working relationships with clients, families, hospital and Primary Care Doctors, the Senior Management Team and external partner agencies across community and hospital locations.

The post holder will develop and maintain daily working relationships with the multi-disciplinary team, manage performance, encourage development and balance the needs of the clients and service with the needs of employees.

The post holder will receive, process, provide and share sensitive, often condition related and contentious information which will include dealing with clients who have barriers to communication, and professionals who hold opposing views. The post holder will recognise influencing factors and pro-actively seek out solutions to improve communications in a manner that demonstrates empathy, reassurance in a non-judgemental manner.

The post holder will teach and present to small and large groups at all levels and across professional forums such as specialist teaching sessions, Child Protection Conferences, JMAPP, etc.

#### **Analytical Skills**

*Please describe the analytical and judgemental skills required to fulfil the requirements of the job. Consider any requirements for analytical skills to diagnose a problem or situation, or to understand complex situations or information, and judgemental skills to formulate solutions and recommend/decide on the best course of action.*

The post holder will treat clients with multiple co-morbidities, acute and terminal illness, poly substance use, social and behavioural disorders, dual diagnosis, including those who are in crisis and /or suicidal.

Understand complex presentations and situations to provide diagnosis, risk assessments and will deliver or advise on appropriate clinical action and treatment options. This will include advising on medications choices and regimes, admission and discharge planning and risk management involving partner agencies as appropriate.

They will deliver a service demonstrating a high degree of personal and professional autonomy and be responsible for clinical decision making across all phases of care. The post holder will oversee and be accountable for the care provided by the multi-disciplinary team.

The post holder will demonstrate the ability to understand and manage people. This includes being able to manage conflict, negotiate between disciplines, making judgements and finding solutions to maintain a positive work culture.

### **Planning & Organisation**

*Please tell us about the planning and organisational skills required to fulfil the job responsibilities. You should include a description of the skills required for activities such as planning or organising services, departments, rotas, meetings, conferences, events and for strategic planning. Please reference the complexity and degree of uncertainty involved in these activities. Include details of the length of typical planning horizons.*

The post holder will manage his or her own daily workload and client appointments, balancing clinical and managerial priorities appropriately. This will include being flexible to respond to urgent demands and staff shortages as necessary.

The post holder will manage daily the generic functions of the Alcohol and Drug Service as required, such as responding to service users, organising duty counsellor, gathering and sharing information with partner agencies.

The post holder will be responsible for organising and maintaining the roster daily.

The post holder will chair weekly team and business meetings and represent the service in safeguarding, ante natal etc forums.

The post holder will manage recruitment and performance.

The post holder is responsible for planning and organising educational programmes and events across the organisation relevant to the speciality area.

### **Physical Skills**

*Tell us about any physical and sensory skills, hand-eye co-ordination, dexterity, manipulation and/or requirements for speed and accuracy, keyboard and driving skills required by the role. Include the reason it is needed, and how frequently it is used. Please ensure that this information is in line with the Person Specification.*

The post holder will work across multiple community and hospital locations and need a mode of transport to be able to attend home visits across the Island and to carry work file, laptop etc daily.

The post holder will occasionally assist with the mobility of patients both through instruction and physical assistance.

The post holder will require fine motor precision to operate breath alcohol meter, nurse observation equipment, urine drug screening and dried blood spot testing kits. They will also require physical dexterity and precision typing and keyboard skills as required to process all own letters, emails, reports etc.

The post holder will be MAYBO trained and will use de-escalation techniques.

## ***Policy and Service Development***

*Tell us about any responsibilities of the job for development and implementation of policy and/or services. Let us know the nature of the responsibility and the extent and level of the jobholder's contribution to the relevant decision-making process, for instance, making recommendations to decision makers. Also, tell us whether the relevant policies or services relate to a function, department, division, directorate, the whole trust or employing organisation, or wider than this; and the degree to which the responsibility is shared with others.*

The post holder will lead, propose, develop and implement local clinical guidelines, operational policies and protocols relevant to the specialist area to impact other disciplines across the organisation. These will describe the clinical care expectations and treatment pathways for clients with substance misuse in the community and General Hospital. The post holder will review the documents in line with changes in UK practice and policy.

The post holder will develop advice documents and web content for clients and professionals to be available to staff and the public.

The post holder will be responsible for initiating and maintaining referral pathways for the Alcohol Liaison Service.

The post holder will lead / manage service development of the Alcohol & Drug Service by participating / leading in change initiatives.

The post holder will lead / contribute to clinical audit and implementing recommendations.

## ***Financial and Physical Resources***

*Include any financial sums important to the job and briefly explain the job's active involvement (e.g. payments processed, budgets monitored, budgets managed, procurement and/or contract values, how much the job may spend, efficiency savings etc.). If this feels difficult to answer because amounts vary across teams, then include for each team, or state a range.*

*Let us know of any physical assets (including clinical, office and other equipment; tools and instruments; vehicles, plant and machinery; premises, fittings and fixtures; personal possessions of patients/clients or others; goods, produce, stocks and supplies).*

*Please describe the nature of the responsibility clearly (e.g. careful use, security, authorised signatory, maintenance, budgetary and ordering responsibilities); the frequency with which it is exercised; the value of the resources; and the degree to which the responsibility is shared with others.*

The post holder will have direct budget responsibility for the Alcohol Pathway Team. They are responsible for identifying and endorsing the use of resources required to deliver the service. Also be responsible for overall A&D Budget in the absence of the Head of the Alcohol & Drug Service.

The post holder will maintain a personal duty of care in relation equipment and resources used daily.

The post holder will make a significant contribution to the management and promotion of the specialist service ensuring the delivery of high-quality, cost-effective care. They will disseminate good practice both internally and externally in a manner that represents value for money to meet the strategic aims of the service and organisation.

## **Staff Management**

*Let us know about any responsibilities of the job for management, supervision, co-ordination, teaching, training and development of employees, students/trainees and others in an equivalent position.*

*Include work planning and allocation; checking and evaluating work; undertaking clinical supervision; identifying training needs; developing and/or implementing training programmes; teaching staff, students or trainees; and continuing professional development (CPD). It also includes responsibility for such personnel functions as recruitment, discipline, appraisal and career development and the long-term development of human resources. The nature of the responsibility is more important than the precise numbers of those supervised, co-ordinated, trained or developed.*

The post holder has clinical and operational managerial responsibility for the multi-disciplinary Alcohol and Drug Service team. This includes shared responsibility with the Service Lead to provide supervision, training and development and day-to-day management of nineteen employees including Nurses, Psychologist, Social Worker, Dr's, Substance Misuse Workers, plus students.

The post holder has responsibility for the personnel function of the Alcohol and Drug Service. This includes shared responsibility with the Service Lead to provide recruitment, discipline, appraisal and development to the whole service.

The post holder will work autonomously, manage their own workload, prioritising and coordinating their diary to provide a safe, timely service.

The post holder will be responsible for education and training for the speciality area. Responsibility includes identifying education needs, devising and delivering sessions for clients and all levels of staff. They will teach on the level 6 module and provide training to partner agencies.

The post holder will check treatment plans in the speciality area daily and make adjustments as required.

The post holder will co-ordinate student nurse placements and be the link for the pre-registration university provider and a placement mentor.

## **Information Resources**

*Tell us about any specific responsibilities of the job for information resources (e.g. computerised; paper based etc.) and information systems (both hardware and software e.g. HR or medical records).*

*Let us know about the nature of the responsibility (security; processing and generating information; creation, updating and maintenance of information databases or systems) and the degree to which it is shared with others.*

The post holder will record personally generated information using written records and available information systems.

The post holder will be responsible for the recording, storage, retrieval and appropriate sharing of client notes, care plans, risk assessments and other correspondence. They will be responsible for

entering and responding to client alerts, safeguarding referrals, Adult Protection Notification etc. They will ensure that data is processed in accordance with relevant data protection laws.

The post holder will create and maintain systems for collecting data to support business cases and reports as appropriate.

The post holder will use appropriate digital communications.

### ***Freedom to Act***

*Please tell us about the context in which the job operates, illustrating the extent to which a typical post-holder would have accountability for their own actions and those of others, to use own initiative and act independently; and the discretion given to the jobholder to take action. Consider supervisory/managerial control; instructions, procedures, practices and policies; professional, technical or occupational codes of practice or other ethical guidelines; the nature or system in which the job operates; the position of the job within the organisation; and the existence of any statutory responsibility for service provision.*

The post holder is accountable for their professional actions. They will act and be recognised as a lead nurse in the specialist area in accordance with their professional status and expertise. The post holder is accountable the practice of those they manage and responsible for the service delivered.

The post holder will represent the speciality in internal and external forums and be able to make appropriate decisions on behalf of clients and / or the service. The post holder will deputise for the Service Lead.

They will deliver clinical supervision to those they manage and be able to recognise situations that require escalation. They will have the freedom to act to make changes to treatment plans and ways of working to benefits clients and the service.

The post holder will use their advances knowledge and skills to make decisions independently. This will include challenging professionals / advocating for employees and clients. This will include directing care, allocating cases and delegating within the multidisciplinary team

### ***Physical Effort***

*What level of physical effort (e.g. normal office work, lifting, pushing, pulling, applying force etc.) is required, including approximate weights, for what reason and how frequently is it required.*

The post holder will require physical fitness in order to work across different community venues. They will also complete home visits when required.

They will occasionally assist client mobility, sometimes with unstable loads, eg when clients are intoxicated, cognitively impaired or distressed.

The post holder will require fine motor precision to operate nurse observation equipment, perform urine and dried blood spot testing, operate keyboard accurately.

## ***Mental Effort and Concentration***

*Describe the type and extent of tasks that require concentration. E.g. the period and continuity. This might include practical tasks including driving, and desk-based work.*

The post holder will undertake periods of intense concentration during client appointments that last between 30 to 60 minutes, with up to 4 hours of appointments on clinic sessions.

Outside of direct client, contact the post holder will be mainly desk and office based with some flexibility for home working as per service needs.

The post holder will experience daily exposure to complex and challenging clients, some of whom are physically or mentally unwell, intoxicated, are violent or who have challenging behaviours. They will regularly have contact with clients who have communication barriers and cognitive dysfunction.

The post holder works autonomously requiring continuous independent decision making, they will be flexible and prioritise client needs with competing demands from colleagues and external agencies to ensure efficient and smooth running of the service

## ***Emotional Effort***

*Describe the nature, level and frequency of emotional circumstances the job directly encounters. The test is not whether a specific person is upset by what happens as a regular part of the job, it is whether any reasonable person would become upset.*

The post holder will have daily contact with clients who have physical and mental health problems, including those with life limiting diagnosis and those who are actively reporting suicidal thoughts.

The post holder will have daily contact with clients where discussions reveal significant adverse childhood and adult trauma such as domestic, childhood and sexual abuse.

The post holder will have daily contact with clients who are in distress, are emotionally unstable and / or are under the influence of alcohol or other substances.

The post holder will have frequent contact with clients who are parents in child protection proceedings, perpetrators of violence, registered sex offenders or clients who are managed in high-level risk forums.

The post holder will regularly impart difficult news to clients, for eg poor prognosis alcohol liver condition.

The post holder will provide the personnel function to the Alcohol and Drug Service. This will include clinical supervision and performance management which includes difficult and emotive conversations.

## ***Working Conditions***

*Tell us about the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise, and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.*

The post holder will work across community and hospital areas with daily contact with clients who are unwell. They will assess and treat patients in areas where there is a lack of privacy.

The post holder will operate community clinics weekly with a high risk population in the absence of other clinical staff.

The post holder will undertake regular home visits. Accommodation is often unclean, littered with alcohol and drug paraphernalia and smoke filled.

The post holder will have daily contact with clients who are intoxicated, unkempt, often with clothes soiled with body fluid.

The post holder will frequently be exposed to potential and actual verbal aggression and demanding, challenging behaviours. They will need to manage conflicting demands.

### ***Any other information***

*Include any information that you believe is important to ensure that we have a sound understanding of the role that is not included anywhere else in the form.*

This Alcohol and Drug Service Clinical and Operational Nurse Lead job description replaces the existing Alcohol Pathway Team Lead job description. It reflects the revised management structure of the Alcohol and Drug Service. This includes additional managerial responsibility and accountability across both the Alcohol Pathway Team and the Drug Pathway Team.

**I agree that this job description is an accurate reflection of my role.**

#### **Post-holder(s) agreement of job content (if appropriate/BAU)**

Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

**I do not agree that this job description is an accurate reflection of my role.**

#### **Post-holder(s) disagreement of job content (if appropriate/BAU)**

Sign and date:	Print name:
Sign and date:	Print name:
Sign and date:	Print name:

<b>Reason for disagreement</b> – this must be based on significant aspect(s) of the role which have not been included:	

**Line Manager's agreement of job content**

Sign and date:	Print name:
----------------	-------------

**Business Unit Manager's agreement of job content**

Sign and date:	Print name:
----------------	-------------

<b>Post number</b>	
--------------------	--