

**JOB DESCRIPTION**  
**(To be read in conjunction with Person Specification)**

**Dual Diagnosis Service (KBOP)**

<b>LOCATION:</b>	Batley (with travel throughout Kirklees)
<b>POST:</b>	Dual Diagnosis Support Worker
<b>SALARY:</b>	NJC 12-17
<b>ACCOUNTABLE TO:</b>	Deputy Manager

**ORGANISATIONAL EXPECTATIONS:**

Community Links aims to provide a high quality, customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

**OUTLINE OF POST:**

To provide a flexible, high quality and needs-led housing related support service for people with moderate to severe mental health and co-existing substance misuse needs (dual diagnosis). This will be delivered by providing a range of emotional, social, and practical support, in liaison with other agencies. We are part of a wider partnership of eight service providers called Kirklees Better Outcomes Partnership (KBOP) with the aim of supporting clients to achieve outcomes for example to prevent people losing their home, improve mental and physical health, to reduce hospital admissions, explore employment, volunteering, budgeting, and support to access other services.

**MAIN TASKS:**

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| 1. | Provide intensive support to a caseload of clients, predominantly through one-one work. |
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2.	Provide a point of contact for individuals and organisations seeking the services of Community Links and to establish links with other organisations working with clients with mental health and substance misuse problems.
3.	Develop positive, enabling and collaborative relationships with clients and to achieve tenancy sustainment and reduce the length of hospital admissions.
4.	Be involved in dealing with enquiries to the service, taking referrals and making initial contact for support planning.
5.	Contribute to the overall performance of the service to ensure that contractual output targets are achieved regularly.
6.	Develop collaborative support plans with clients with a focus on positive outcomes and undertake further assessment and reviews as appropriate using the homelessness star.
7.	Experience of using a case management system in order to manage and prioritise workload.
8.	Ensure that client records and other information systems are completed accurately and within agreed timescales.
9.	Ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the individual support plan.
10.	Assist clients with practical tasks such as finances, managing their home and engaging with or accessing other services.
11.	Assess levels of risk, complete risk assessments and implement agreed risk management plans.
12.	Share information when appropriate and liaise with all services involved in a client's care.
13.	Adhere to organisational policies and procedures relating to risk and personal safety.
14.	Contribute to the achievement of annually set individual and team targets.
15.	Participate in regular supervision.
16.	Keep up to date with policies, guidelines, procedures and practices.
17.	Participate in team meetings and other meetings as required.
18.	Represent Community Links in a knowledgeable and professional manner at all times.
19.	Maintain appropriate professional boundaries at all times.
20.	Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
21.	Partake in Community Links Personal Development Review system.
22.	Any other duties commensurate with the grade and level of responsibility of this post.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

**Please note** this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Community Links.

Your job description is organic and will evolve over time.

## PERSON SPECIFICATION

### Dual Diagnosis Service Dual Diagnosis Support Worker

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

<b>Approach</b>	<b>Essential</b> {insert ✓ where appropriate}	<b>Desirable</b> {insert ✓ where appropriate}	<b>Identified by:</b> A = application form I = interview E – exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I, E
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with a high degree of accuracy and strong attention to detail	✓		A, I, E
<b>Knowledge &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A,I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A,I

Good interpersonal skills including listening and display empathy	✓		A, E
Creative, flexible and imaginative approach to working with people with mental health problems	✓		I, E
Ability to develop and sustain meaningful relationships with clients	✓		A, I, E
Ability to organise self, meet deadlines and work on own initiative within set parameters	✓		A, I, E
Ability to work collaboratively and positively with clients, carers and other service providers	✓		A, I, E
Ability to assess and manage risk within a framework of positive risk taking	✓		A, I, E
Sound knowledge base regarding different approaches to mental health and their effectiveness	✓		A, I
Good working knowledge of treatment options for substance misuse issues	✓		A, I
Understanding of the issues faced by clients with a Dual Diagnosis when accessing services	✓		A, I
Knowledge of statutory and non-statutory services		✓	A, I, E
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Qualification in plain English Second Language e.g. Urdu, Polish, BSL		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Experience of mental health either as a service user, carer, worker or volunteer	✓		A, I, E
Experience of substance misuse issues as a worker, client or carer	✓		A, I, E
Experience of using recognised assessment tools		✓	A, I