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| **Post** | **Drug and Alcohol/Dual Diagnosis Engagement Facilitator** |
| **Location** | **Huntingdon based with county wide travel** |
| **Line Manager** | **Executive Director** |
| **Hours** | **37.5 hours per week** |
| **Salary** | **NJC scale 20-22 (£19,819 - £21,074)** |
| **Main Objective** | **To amplify the voice of adults who use drug and alcohol and mental health services in the planning, design and evaluation of the services that they use.** |

**Overview of project**

The purpose of the project is to work with adults who access drug and alcohol, and mental health services so that they have an effective voice in the commissioning of health and social care services throughout Cambridgeshire. There will be a need to ensure that people from all parts of the county have an equal opportunity to be involved. The project will be flexible and responsive to individual service user needs and be able to reflect their cultural and communication needs. Partnership working with service users and other providers is essential. Links with existing user forums will be essential but work with other groups will need to be developed. Because the project has to be responsive to service user needs the activities will change over time.

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| **Specific Duties and Responsibilities** |
| To engage adults who use Drug and Alcohol services in the design, delivery and evaluation of the services that they use. |
| To support the SUN Network team in engagement of adults who use mental health services in the design, delivery and evaluation of the services that they use. |
| To promote engagement of people who use the service, within all statutory and voluntary mental health services across Cambridgeshire. |
| To help provide opportunities to people who use drug and alcohol services, in order to help empower them to have their voice. |
| To help provide awareness, information sessions and advice to staff of drug and alcohol services, in how to support people who use their services to have a voice. |
| To work with voluntary organisations to help support engagement within their services. |
| To undertake consultations with people who use drug and alcohol or mental health services, as required by the commissioners. |
| To produce objective written reports detailing findings from consultations, as and when required. |
| To facilitate and mediate between people who use drug and alcohol services, commissioners and service providers to promote good working relationships between all parties. |
| Support the team in the mental health engagement strategy. |
| Support the implementation of the Dual Diagnosis strategy across Cambridgeshire. |
| Form positive working relationships with service users, service providers, commissioners and stakeholders. |
| Attend services, groups, inpatient wards, hostels, shelters, CPFT and third sector to obtain feedback about services and identify gaps/barriers to accessing services. |
| Represent service users at strategic meetings to ensure that **their** voice is heard by service providers and commissioners |
| Design and promote ongoing social media campaigns and online presence including the website, Twitter, Instagram and Facebook, targeting functioning substance misusers and those in recovery, and also promote nationwide campaigns around substance misuse. (e.g. Sober October) |
| Be aware of and promote all new services, service changes and events/workshops/training within the field of drugs and alcohol or dual diagnosis |
| Ensure non-service users are aware of and signposted to support and information services for drug and alcohol and mental health. |
| Be aware of and promote updates and changes to governance, policy and local services with regards to dual diagnosis. |
| To help identify barriers to services for seldom heard groups and work with organisations to address those barriers. |
| To participate in and complete all training relevant to the delivery of the service. |
| To participate in clinical and/or line management supervision. |
| To participate in the lone worker duty system. |
| To undertake all other duties commensurate with the role description. |
| Commit to personal and professional development outlined in supervision. |
| To maintain standards of care regarding health and safety, equal opportunities, confidentiality, individual and personal choice. |
| **General Duties**  The Engagement worker is required to work within the following values that were chosen for us by service users: |
| **Honesty**   * Be open and transparent within your work * Maintain consistent and clear boundaries within your work and between work and home life * Be open and responsive to hearing about substance misuse and mental health challenges and challenge any stigma |
| **Personalisation**   * Be respectful of everyone you encounter within your working day, and treat everyone as an individual * Be fully conversant with and adhere to the SUN Network Diversity policy |
| **Inclusion**   * Ensure that you work inclusively and that engagement opportunities are offered in a way that enables everyone to access them * Understand the logistical, physical and emotional support required for participation and aim to minimise or eradicate these barriers |
| **Empathy**   * Work in a considered, empathic and non-judgemental manner to encourage engagement * Challenge stigma around substance misuse and mental health * Listen to service user experience in a compassionate and empathic way |
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| **Working Together**   * Where possible ensure that all work is co-produced with service users * Work with service users, providers and commissioners to ensure that co-production is being promoted in an ethical way * Work well as part of The SUN Network team, promoting and supporting the work, and your colleagues |

**Person Specification**

**Engagement Facilitator**

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| **Competency** | **Essential** | **Desirable** |
| **1.0 Drug and Alcohol/Dual Diagnosis Experience** | | |
| 1.1 An understanding of drug and alcohol/dual diagnosis issues and how they affect individuals and their families | **✓** |  |
| 1.2 Experience of working in a drug and alcohol related field either paid or as a volunteer |  | **✓** |
| 1.3 Experience of engaging seldom heard communities |  | **✓** |
| 1.4 The ability to work in creative and innovative ways to engage people who use drug and alcohol and mental health services. |  | **✓** |
| 1.5 Ability to engage in individual and group supervision and line management. |  | **✓** |
| 1.6 Ability to reflect on own practice. |  | **✓** |
| 1.7 A comprehensive understanding of Boundaries, Risk assessment, and Safeguarding of vulnerable adults and Child protection. |  | **✓** |
| 1.8 Lived experience of mental health or drug and alcohol challenges. |  | **✓** |
| **2.0 Education and Life Skills** | | |
| 2.1 Be educated/trained in a relevant field and have evidence of continued professional development. |  | **✓** |
| 2.2 Ability to link training with practice. |  | **✓** |
| 2.3 Have excellent communication and negotiation skills. | **✓** |  |
| 2.4 A positive can-do approach. |  | **✓** |
| 2.5 Resilient with a sense of humour. | **✓** |  |
| 2.6 Ability to work independently but flexibly. |  | **✓** |
| 2.7 A team player |  | **✓** |
| **3.0 Organisational Skills** | | |
| 3.1 Ability to organise varied priorities and tasks related to both practice and administration. |  | **✓** |
| 3.2 computer literate inc: writing reports, emails, use of Excel, Powerpoint, social networking and managing websites. |  | **✓** |
| 3.3 Ability to develop positive relationships and effective networking with mental health and drug and alcohol organisations. | **✓** |  |
| 3.4 Ability to organise events and speak in public before a varied group of people. |  | **✓** |
| **4.0 Social Inclusion** | | |
| 4.1 Ability to network with isolated groups including the BME community. |  | **✓** |
| 4.2 To ensure that the services do not marginalise or contribute to the stigma and discrimination of people with mental health and/or drug and alcohol needs. To have the confidence to challenge in cases where this is apparent. |  | **✓** |
| **5.0 General** | | |
| 5.1 Comprehensive understanding of Equal Opportunities and Diversity. |  | **✓** |
| 5.2 Be able to recognise when you need to ask for help. |  | **✓** |
| 5.3 Car driver – must be willing to use own car to travel across Cambridgeshire and when required transport people who use services. (Business use on car insurance) | **✓** |  |
| 5.4 Ability to make visits to people’s homes and community venues. | **✓** |  |

**This post is subject to a satisfactory enhanced DBS clearance.**

**For more information, an informal chat or for an application form, please contact**

**Lois Sidney 07712 358172 or lois.sidney@sunnetwork.org.uk**