



## Support Worker

### Job Description

*The below reflects the current position however if required this may be reviewed and enhanced. No changes will be made without full consultation with the post holder and senior management team.*

<b>Service</b>	<b>Acquiesce</b>
<b>Location</b>	<b>Bolton</b>
<b>Job Title</b>	<b>Support Worker</b>
<b>Reporting to</b>	<b>Team Manager</b>
<b>Hours</b>	<b>Various</b>
<b>Salary</b>	<b>£25,951 - £30,153 pro rata</b>
<b>Acquiesce Background Information</b>	<p>Acquiesce is an addiction treatment facility offering a real solution to issues of addiction. This is a 7 day a week service including bank holidays, evening and weekend shifts.</p> <p>The Acquiesce model provides a highly supported safe and secure environment whilst not being hidden from the real world. This allows individuals to gain all the tools and experience necessary for an ongoing and sustainable recovery.</p> <p>The model of Acquiesce includes a core program which addresses the psychological, biological, spiritual and social effects of addiction. Incorporating the latest evidence-based interventions, alternative therapies and activities.</p>
<b>About You</b>	<ul style="list-style-type: none"><li>▪ Do you have a commitment to making a difference to people's lives?</li><li>▪ Are you passionate about supporting people to achieve long-term change?</li><li>▪ Are you looking for a new challenge?</li><li>▪ Are you flexible and adaptable to deal with unpredictable situations?</li><li>▪ Are you able to empower others and have a positive 'can-do-attitude'?</li><li>▪ Are you resilient?</li></ul>

<b>Acquiesce Values</b>	<ul style="list-style-type: none"> <li>▪ Integrity &amp; Respect</li> <li>▪ Being accountable for our own actions</li> <li>▪ Passionate about our service</li> <li>▪ Having humility and hunger to learn</li> <li>▪ We LOVE success</li> <li>▪ Simplicity &amp; excellence</li> <li>▪ The ability to develop and influence others</li> </ul>
<b>Purpose of Job</b>	<p>The post holder will:</p> <ul style="list-style-type: none"> <li>▪ Work primarily at the housing base of residents and the treatment centre</li> <li>▪ Complete outreach with service users to support them to access the recovery community, community venues and external agencies</li> <li>▪ Support the Recovery Practitioner in delivery of the recovery plan</li> <li>▪ Complete administrative duties</li> <li>▪ Ensure safety checks are completed at resident housing sites and any issues are reported immediately</li> <li>▪ Work inclusively with family members and immediate others of service users</li> <li>▪ Ensure cohesion is encouraged between service users and staff members</li> <li>▪ Promote inclusion and motivate service users to support their peers safely</li> <li>▪ Build positive relationships with the recovery community and external agencies</li> <li>▪ Facilitate access to community assets and external agencies to ensure that a service user is engaging in activities to enhance their recovery journey i.e education, exercise, social activities, health care etc</li> </ul> <p><b>This post is subject to a DBS check at an enhanced level</b></p>

### Main Responsibilities

To collect and return clients to and from the accommodation sites on a daily basis

To complete client admissions

To deliver daily morning grounding and check out sessions

To complete administrative duties

To deliver activity sessions

To facilitate supermarket trips

To support clients to access any external appointments i.e. healthcare, dental care etc

To complete recovery follow up calls

Ensure any disengagement is managed safely and effectively

Work inclusively with family members and immediate others

To ensure the environment is kept up to standards

To present and behave in a professional manner

Ability to manage time effectively and meet agreed deadlines

To positively promote Acquiesce

To work autonomously

### **Professional Relationships**

To build and maintain positive relationships with external providers

To ensure positive relations are maintained with all staff members and service users

To work effectively as part of a team

To adhere to all professional boundaries

To attend and contribute to meetings

### **Service Development**

Awareness of service performance targets

Awareness of responsibilities regarding achieving and maintaining positive performance standards

### **Information Governance & Data Management**

To ensure all data is stored securely in line with the Data Protection Act 1998

Ensure quality of care is provided and this is reviewed to improve care and maintain best practice

To facilitate information sharing appropriately

Ensure data collection and recording systems are utilised effectively

To ensure a system of service user consultation is utilised and maintained

### **Quality Standards & Safety**

Aware of responsibilities and ability to work in line with risk management policies including safeguarding

To ensure that reporting risk procedures are followed, reporting any serious untoward incidents to line manager immediately and reporting any complaints and compliments in line with policy requirements

To act in accordance with Acquiesce policies and procedures

To work with a diverse inclusive attitude with an awareness of equal opportunities

To contribute to creating a safe and welcoming environment

To act in accordance with the Data Protection Act 1998 and Health & Safety at Work Act 1974

Work with service users of Acquiesce in line with the values and vision of the company

### **Personal Development**

To take direction from Team Manager

Have ability to exercise self-reflection to support improvement of personal performance

Contribute positively working as a team member

Participate in appraisal, knowledge and skills training and supervision processes

To report any concerns or issues to line manager

Ability to respond and adapt to changes in a timely manner when necessary

To identify own learning and development needs and share examples of best practice

### **Additional Requirements**

Work flexibly between the treatment centre and housing sites where necessary

Provide adequate cover for all aspects of the service

Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision which may include bank holidays, weekends, evening and facilitation of the 24 hour on call system

Have a solutions focused attitude

Ensure a positive and professional impression of Acquiesce is received by service users and external agencies

Remain up to date regarding developments, legislation and practice relevant to substance misuse

Complete any other duties which will support service delivery as deemed necessary by senior staff member relevant to the post level

## Person Specification

### Essential Criteria

Assessed at Application (A), Interview (I) or Test (T)

Interest in supporting those with issues of addiction
An excellent ability to communicate both verbally and in written form
Good standard of computer literacy
Ability to work alone and as part of a team
Ability to manage professional boundaries
A commitment to professional development
A positive professional attitude
An understanding of equality and diversity and ability to work within these parameters
Full clean driving licence
Own vehicle for business use

### Desirable Criteria

Assessed at Application (A), Interview (I) or Test (T)

Experience of working within a rehabilitative setting
Geographical knowledge and awareness of key services within Bolton
Experience of working with families and immediate others