Role profile

**Substance Misuse Coordinator**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Youth Drug and Alcohol Solutions (YDAS)  |
| **Reports to** | Operational Manager Youth Justice and Support Service  |
| **Job family** | Care and Welfare |
| **Grade**  | H |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date**  | January 2025 |
| **JE Code** | JE2070 |

Key deliverables

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| 1 | To hold responsibility for the day to day running and management of a busy service, building a strong and cohesive team and delivering evidenced based and high-quality interventions to young people in Milton Keynes |
| 2 | To supervise YDAS staff and chair weekly team meetings and promote and provide a supportive and caring culture.  |
| 3 | Recording activity and interventions on the National Drug Treatment Monitoring System (NDTMS), analysing data, and presenting qualitative and quantitative performance reports and information for commissioners and partners as required.  |
| 4 | Adhering to all Milton Keynes Council safeguarding policies and procedures and demonstrating commitment in safeguarding and promoting the welfare of all individuals. Attending all multiagency/safeguarding meetings as required and sharing reports/information as appropriate.  |
| 5 | To work effectively with partner agencies and colleagues, in sharing relevant information to support the young people we are working with to access and receive the best treatment options, to enable them to have every possible chance to lead more healthy/happy and aspirational lives.  |
| 6 | To work with young people referred into YDAS service up to age 18, who are affected by their own or another’s substance use. This includes completing comprehensive/holistic assessments, risk assessments and risk management plans, and negotiating and developing SMART and child centred care plans and evidence-based treatment options to reflect and support the needs/wishes of these young people.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Relevant qualification equivalent or equal to degree level / or other relevant specialist work experience. Evidence of a minimum of five years managing and developing a service, working with young people, and experience and knowledge relating to substance use including potential links that may affect individuals, families, and wider communities in terms of safeguarding, concerns, and risks.  |
| **2** | Excellent verbal and written communication and IT skills, and experience in statistical analysis, report writing and presentation skills.  |
| **3** | Able to supervise and support staff and evaluate their work practice. |
| **4** | Evidence of ability to assist in the development of new policies and procedures to ensure best practice and alignment with the relevant national guidelines and best practice |
| **5** | Demonstrable ability to take proactive action to resolve complex issues and problems in high-risk situations and working effectively with a wide range of partners organisations where appropriate. |
| **6** | Aptitude for empathy, care and respect when working with those affected by substance use, and ability to problem solve and implement and monitor effective interventions when working with those with complex needs. |

Job family

**Care and Welfare (Grade H)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level social work practitioners with advanced theoretical knowledge of social work and associated disciplines. Jobs at this level will be required to regularly deal with the most challenging service users in the city council’s care and will have very high demands of concentration, communication skill and emotional resilience.

**The knowledge and skills required**

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either an advanced level of theoretical understanding of a very wide range of social work issues and/or associated disciplines, or an equivalent level of very lengthy practitioner level experience.

Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Roles at this level will engage with others in assisting with physical tasks requiring some modest manual dexterity. Computer use is also a day to day feature of these roles.

**Thinking, planning and communication**

Job holders will regularly deal with highly charged, contentious situations and individuals whose behaviour ranges from merely challenging to aggressive and threatening. Job holders will have developed their essential communication skills through a combination of formal training and lengthy experience. Delivering the desired outcomes of interventions with families and individuals will depend upon effective advisory and persuasive skills in the context of exchanges with a range of audiences, some of whom will have inherent comprehension or language difficulties.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day to day basis with groups and individuals, there will also be a need to take a longer view and maybe up to a year ahead in some cases.

**Decision making and innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holders will independently respond to problems, some of they may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

**Areas of responsibility**

Job holders will not only implement important and far reaching care programmes to the direct benefit of families and individuals, but they will also contribute to the development of corporate policies and procedures in their working sector.

Job holders will generally have some responsibility for the supervision or co-ordination of other employees, but this will not extend to formal management responsibility. Where roles at this level have formal line management responsibility, they are unlikely to need the level of specialist knowledge credited above.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

The requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience high level pressures of deadlines and conflicting demands.

Job holders are required to develop and maintain client relationships which may need them to exert greater than normal emotional resilience, with particularly challenging service users.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.