






Job Description (Part 1)

Post	
Job Title	Boston Services Team Leader
Job Holder	Vacant
Location	Boston Office (Len Medlock Centre) Boston Base (Some travel required within Lincolnshire)
Hours	37 per week (Full Time)
Reports to	Double Impact Academy Manager & Director of Operations

Double Impact Services	
Our Mission	<p>INSPIRING CHANGE AND POSITIVE CHOICE</p> <p>Double Impact is a registered charity and not for profit organisation, established in 1998.</p> <p>Our Mission is to provide a quality service which promotes recovery and community integration for people who have experienced problematic drug and alcohol use. This is achieved by providing opportunities for personal development, healthy choices, education, vocational training, employment and access to housing.</p> <p>By placing our service users' needs at the heart of our ethos and their own treatment experience, we provide a uniquely holistic, flexible service.</p> <p>We believe that with the right support everybody can recover and that in recovery anything is possible.</p>
<p>Boston Recovery Pathways Project</p> <p>Double Impact Lincolnshire:</p> <p>Recovery Service and Academy</p>	<p>The Boston Recovery Pathways Project is a Big Lottery funded initiative that aims to provide additional opportunities for local people to access support to move forward in their recovery from Drug and Alcohol problems. The project will deliver mentoring qualifications to local communities, establish a network of 'peer' support groups and provide Drug and Alcohol awareness training to local businesses.</p> <p>Double Impact Lincolnshire delivers services to establish and promote recovery from drug and alcohol dependence. Our aim is to connect with service users from across Lincolnshire and deliver a person centred Recovery Service and high quality accredited learning packages.</p> <p>Our service provides pathways and opportunities for individuals to progress through individual Personal Development Plans into learning, volunteering, work readiness and ultimately into employment.</p> <p>Boston Recovery Pathways Project and Double Impact Lincolnshire work closely with the local treatment provider, We Are With You, to ensure that all service users are fully informed of the opportunities and activities available to them.</p> <p>The Recovery Service aims to provide:</p> <ul style="list-style-type: none"> - Connection, empowerment and Recovery Community - Recovery orientation and facilitation - Connection to Community assets and opportunities - Pathways into training

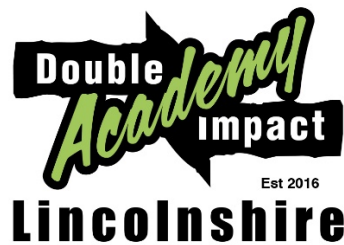


	<p>The Academy learning pathway aims to provide:</p> <ul style="list-style-type: none"> - Access to bespoke personal development pathways - Functional skills - Level 1 and 2 progression accredited qualifications - Pathways into volunteering, work experience and employment <p>Our services are underpinned by the four cornerstones of:</p> <ul style="list-style-type: none"> - Peer-led Internal Mutual Aid - Supporting People to Support Others - Service User Involvement - External Mutual Aid
<p>Our Values</p>	<p> Supportive to individuals and their diverse needs and to the wider treatment community;</p> <p> Passionate: about everything we do;</p> <p> Inclusive: by involving service users and staff in all aspects of what we deliver and through working in partnership;</p> <p> Responsive: to our service users' changing needs, to the communities in which they live and to our staff;</p> <p> Effective: In realising individuals' goals and achieving our aim.</p>

Job Profile	
<p>Purpose of Job</p>	<p>Under the direction of the Double Impact Academy Manager, the Boston Services Team Leader will have responsibility for the day-to-day management and coordination of the Boston Team and Services.</p> <p>The post holder will manage, supervise and support the staff team who deliver both the Boston Recovery Pathways Project and the Boston element of Double Impact Recovery Services.</p> <p>In line with our contractual requirements, the post holder will ensure data collection and reporting is up to date and accurate.</p> <p>Our Boston services aim to reach communities who may not be in treatment / support services and connect them through our established partnerships to the help and support they need.</p> <p>The post holder will be required to have a good knowledge/experience of the recovery from addiction process and an understanding of how education, training and volunteering can benefit an individual's recovery goals with a good understanding of the barriers and challenges people face.</p> <p>The post holder should have an excellent appreciation on the importance of quality assurance across all parts of the service and will have responsibility for ensuring that delivery, quality and performance standards are met and maintained.</p> <p>The post holder will be the local safeguarding lead for the Boston Office.</p> <p>The post holder will be expected to champion Recovery and be supportive in growing the profile of Recovery and Recovery Communities in Boston and beyond.</p>



	<p>The post holder may be required to work across operational sites and work flexibly within an agreed number of hours. This may include evening and weekend working as Service needs dictate.</p>
<p>Position in Organisation</p>	<ul style="list-style-type: none"> • Reports to Double Impact Academy Manager and Operations Director. • Point of contact with Team Managers/Leaders within We Are With You. • Point of contact for/with service users/students • Works in partnership with We Are With You and local partners • Point of contact for/with statutory and non-statutory agencies • Point of contact for/with community resources/learning providers/employers
<p>Scope of Job</p>	<ul style="list-style-type: none"> • Overseeing the day-to-day running of Boston Recovery Pathways Project and Double Impact Boston staff member. • Supervision and line management of the staff team. • Coordination of volunteers. • Coordination of all service delivery output. • Service data collection and management. • Local safeguarding lead
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> • Experience of working in the drug and alcohol treatment or recovery field, including supporting/line managing others • Line management qualification <i>or willing to work towards</i> • Professional qualification in relevant field or equivalent experience • Evidence of leadership qualities and people management skills • An Adult education qualification e.g. PGCE, DTLLS, CTLLS or PTLLS <i>or willing to work towards</i>

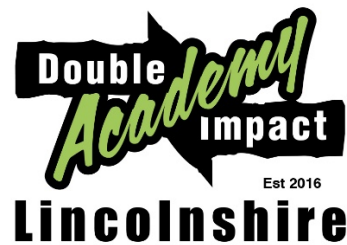


Job Description (Part 2)

Duties & Key Responsibilities	
<p>Key Responsibilities:</p>	<ul style="list-style-type: none"> • To provide support and professional leadership to the staff team, to ensure the smooth day-to-day running of the service. • Take overall responsibility for management of tasks including; providing regular caseload review and management supervision to the staff team, staff rotas, attendance management, sickness absence, annual leave processes, disciplinary and grievance procedures, and completion of mandatory training to ensure smooth day-to-day running of the service. • To act as a role model to the staff team by promoting and demonstrating high quality standards; promote a professional and courteous office culture; ensure high standards of service delivery and champion service user choice. • Implement continuous service improvements, and ensure service outcomes are in line with targets set by Commissioners. • Manage a caseload of clients • Take overall responsibility for staff personal development, and support the implementation of performance reviews and personal development planning, to ensure Continuing Professional Development is maintained • Promote effective multi-disciplinary team working by creating the environment and resources which will enable the team to identify issues and create innovative solutions to problems and opportunities • To deal with any safeguarding concerns in line with policy and procedure. • To oversee on-line / remote delivery of services as required post Covid <p>Coordination of beneficiary learning and training within the Boston Recovery Pathways Project</p> <ul style="list-style-type: none"> • To ensure that all beneficiaries are informed of the recovery / learning opportunities within Double Impact Lincolnshire Services and in the local Community of Boston ensuring appropriate assessment paperwork is completed. • To coordinate the delivery of Boston Recovery Pathways community facing training and information events. • To develop and maintain partnership links with local adult education/training providers, community organisations and employers to support beneficiaries to access additional training and education opportunities. • To maintain and provide required records for accountability purposes. <p>General</p> <ul style="list-style-type: none"> • To help instil a belief of 'Recovery' across the communities of Boston. • To be ambitious for all our beneficiaries. • Promote mutual aid and self-help and service user involvement. • To ensure that all aspects of confidentiality are adhered to • To recognise personal and professional boundaries and work within Double Impact's code of conduct
<p>Administration & Systems</p>	<ul style="list-style-type: none"> • Compile and maintain relevant forms for contract compliance and external awarding organisations • To ensure that DBS checks are completed as required.. • To ensure the safety of all staff and clients by implementing risk assessment procedures and monitoring the maintenance of health, safety and security procedures in the working environment.

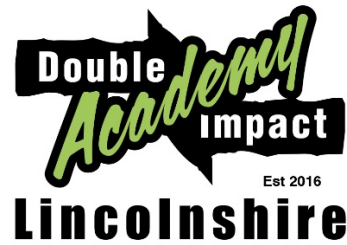


	<ul style="list-style-type: none"> • To ensure that Equality of Opportunity policies and anti-discriminatory practice are adhered to and fully implemented at all times and that all practice positively promotes Double Impact's commitment to valuing diversity. • To ensure that all aspects of confidentiality are adhered to. • To work to company targets and performance measurement requirements. • To maintain electronic records to enable reporting of key outcomes and outputs.
<p>Other Duties</p>	<ul style="list-style-type: none"> • To carry out all work in accordance with the company and its partners philosophy and ethos • To carry out all work in accordance with the company's policies and procedures • To be aware of and work within the current legislation in relation to the service • To ensure all Health & Safety procedures are adhered to • To attend/facilitate staff meetings and engage in all staff support, development and supervision systems. • Proactively improve personal knowledge and skills by completing any relevant training • To keep abreast of developments in services, legislation and practice relevant to services for substance misusers. • To act as an ambassador for Double Impact and the Boston Recovery Community • Such other duties as the management may from time to time reasonably require

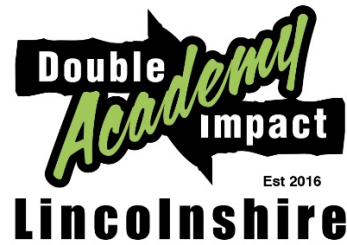


Job Specification (Part 3)

Person Specification		
	Essential	Desirable
Education & Experience	<ul style="list-style-type: none"> • Experience of working with people who have/had drug or alcohol dependency issues. • Experience of supervising staff or volunteers • Management Qualification at Level 3 or equivalent experience or equivalent work experience. • Experience in the preparation and planning of personal recovery / development plans. • Experience of working effectively in a multi-disciplinary team. • Experience of working with people from a range of social, cultural and ethnic backgrounds. • Experience of partnership / joint working 	<p>Level 3 Diploma in Health & Social Care/other relevant qualification in a similar field or equivalent experience</p> <p>An Adult Education qualification e.g. PGCE, DTLLS, CTLLS or PTLLS (or equivalent) <i>or willing to work towards</i></p> <p>Experience of delivering training/group work.</p>
Knowledge	<ul style="list-style-type: none"> • Understanding of the need to deliver quality services • Understanding of the issues facing substance misusers / dependent people • Knowledge of the effects drugs and alcohol, and of the treatment / recovery options available face to face and on-line, both locally and further afield. 	
Abilities	<ul style="list-style-type: none"> • Ability to manage and support a team • Ability to meet targets • Ability to develop effective systems of service delivery • Ability to ensure all members of the team adhere to policies, procedures and systems in a standardised way • Ability to identify gaps in service and adopt a problem solve approach • Ability to liaise effectively with partner organisations • Ability to organise and prioritise own workload • Ability to keep calm under pressure • Ability to work alone effectively • Ability to establish and maintain good, professional working relationships, both internal and external. • Ability to maintain professional boundaries. • Attention to detail 	
Skills	<ul style="list-style-type: none"> • Inclusive leadership and management style • Exceptional communication skills • Assessment, referral and personal recovery / development planning skills • Strong interpersonal skills • Motivational interviewing skills • Excellent IT Skills 	
Attitudes	<ul style="list-style-type: none"> • To have a 'can do' mentality • To have a non-judgmental attitude • To have a passion for excellence • To have a flexible approach to work • To work in accordance with the company values at all times 	
Customer Focus	<ul style="list-style-type: none"> • Be friendly and welcoming to the beneficiaries of our services 	



Drive	<ul style="list-style-type: none"> • Be committed and self-motivated • Have a desire to support people who have substance misuse histories • Welcome and embrace change, with a positive attitude • Be able to work unsupervised in a busy environment 	
Personal Integrity	<ul style="list-style-type: none"> • Be honest and reliable • Be trustworthy and respectful • Be personally well presented • Maintain excellent time-keeping and attendance • Be professional at all times 	
Teamwork	<ul style="list-style-type: none"> • To be respectful and considerate to colleagues • To enthusiastically support the team in pursuit of collective goals • Always be a good team player • Build and maintain good relationships with all team members • Work together with the team to ensure that the service is the best it can be • Be willing to take on jobs to balance the team workload 	
Other	<ul style="list-style-type: none"> • Full driving license and use of a vehicle 	



Terms & Conditions (Part 4)

Terms & Conditions of Employment	
Position	Boston Services Team Leader
Location	Len Medlock Centre Boston some Lincolnshire travel
Hours	<p>37 hours per week Monday to Friday to include one late night and the possibility of Saturday mornings as dictated by the requirements of the service and future developments.</p> <p>You are entitled to a daily-unpaid meal break of 40 minutes.</p> <p>In addition to your normal hours of work, you are required to work any necessary additional hours for the proper performance of your duties.</p>
Contract Type	Permanent
Salary	£28,167
Pension	Auto enrolment
Probation Period	6 Months
Holiday Entitlement	Holiday entitlement in any holiday year is 27 days. This is in addition to Bank Holidays.
Employee Notice	1 month

Acceptance	
The above job description is not all encompassing and is subject to regular review	
Signature of Post Holder	<p>I have read and accept the duties and responsibilities outlined in this job description.</p> <p>Signature: _____</p> <p>Print Name: _____</p> <p>Date: _____</p>