

 <b>GDAS</b> <small>GWENT DRUG AND ALCOHOL SERVICE</small>	<h2>Job Description/ Person Specification</h2>
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## Information Assistance and Advice

<b>Location:</b>	<b>xx</b>
<b>Hours:</b>	<b>Full time, 35 hours per week. Weekend and evening work required, as needed</b>
<b>Salary:</b>	
<b>Contract:</b>	<b>Permanent, in line with funding</b>

### About GDAS

The Gwent Drug and Alcohol service provides support to individuals and families affected by substance use across all 5 local authorities. As part of our service re-launch, we are recruiting for new roles across the service that align with the vision of the Gwent APB Substance Misuse Commissioning Team.

We are seeking empathic and dedicated individuals with experiences from a range of sectors to join us in establishing a new, innovative drug and alcohol treatment service. We welcome people with experience of working not just in substance misuse - but in housing, mental health, primary care, secondary care, youth services, probation and other sectors that have transferable skills. We welcome individuals with their own lived experience of drug and alcohol use and/or mental health and from those who have supported others with lived experience.

### GDAS Values

GDAS is delivered in consortium with 3 of Wales largest substance misuse providers; Kaleidoscope, Barod and G4S.

The uniqueness of our shared experience is reflected in the following aims for the life of the new contract for the benefit of Gwent communities:

- To share our individual specialisms and best practice to enhance our integrated service delivery
- To commit to and drive innovation in order to ensure we are constantly improving our treatment offer
- To embrace a culture of candour, using lessons learnt as an opportunity to reflect on and improve our systems
- To embrace the principles of the Healthier Wales Strategy, collaborating with our social care partners and service users to create a seamless whole system approach that focuses on improving health and wellbeing
- To recognise and respond to the movement of individuals across open access and criminal justice pathways by using our knowledge of both Gwent and national criminal justice strategic direction and priorities

### Role Profile & Responsibilities

**Role Purpose:**

- Provide a quality experience for service users accessing GDAS services in the handling and processing of all enquiries and referrals via the Single Point of Contact phone line and email address.  
Provide appropriate triage and assessment as first point of contact

**Main Duties & Responsibilities:*****First Point of Contact duties:***

- Assist in the handling and processing of all enquiries and referrals via the Single Point of Contact phone line and email address. This includes taking referrals, screening, completing and processing referral paperwork, and booking service users into Initial Assessment appointments or signposting through the pathway as required.
- Ensure that telephone calls from outside agencies, service users and internal staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.
- Ensure single point of contact duties are covered in periods of planned absence from the building.
- Take prompt action in response to any drug alert bulletins that may be received from time to time.
- Liaise with all GDAS staff in order to keep up to date regarding Recovery activities, Wellbeing activities as part of treatment services
- Signpost concerned others to the GDAS website and Family Service, and provide advice and support through the pathway as required
- Monitor KPI's and provide regular updates to the management team
- Ensure Safeguarding policies and procedures are adhered to, and escalate concerns where required

***General administrative / office duties***

- Distribute incoming/outgoing mail as required.
- Attend and minute relevant meetings and forums as requested.
- Manage an effective filing and archiving system to ensure that all documents are kept in an orderly manner and undertake filing and archiving.
- Ensure that admin, record-keeping and communication within the project are maintained.

***Data recording and reporting:***

- Participate in service audits or and data collection.
- Oversee data entry on case management systems by keeping the Service Manager and Data quality manager abreast of data issues.
- Preparation, collation and entry of statistical data.
- Preparation of data and/or creation of data reports as required.
- Update case notes regarding appointments and messages.

***Support for the Staff Teams:***

- Book appointments for the community service team.
- Be responsible for appointment letters for the community service team.
- Support the community service team in managing their diaries for assessments

***Other***

- Ensure sound joint working practice to deliver an integrated holistic care pathway by working as required with other GDAS disciplines and teams.

- Communicate host organisation and GDAS vision and deliver upon mission, corporate strategy and business plans.
- Ensure sound joint working practice to deliver an integrated holistic care pathway by working as required with other GDAS disciplines and teams.
- Take up arrangements for support and participate in all relevant internal meetings.
- Undertake other reasonable duties as requested but which may not be specified within the job description.

<b>Person Specification</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Expected to meet basic skills in numeracy and literacy</li> </ul>	<ul style="list-style-type: none"> <li>Qualification in IT/Microsoft Office applications especially Excel or Word.</li> </ul>
<b>Training, Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Proficiency in IT packages, including Word, Access and Excel</li> <li>Knowledge and experience of general office procedure and administrative duties</li> <li>Reception / Front of House experience</li> <li>Experience of maintaining databases and other data management systems.</li> </ul>	<ul style="list-style-type: none"> <li>Trained to use Palbase</li> <li>Experience of Microsoft 365</li> <li>Experience of analysing data and compiling detailed reports</li> <li>Experience of working as part of a multi-disciplinary team.</li> <li>Experience of working in a social care setting</li> <li>Experience of working within the field of substance misuse</li> <li>Customer service experience</li> <li>Knowledge of ACE informed practice</li> <li>Knowledge of safeguarding procedures.</li> </ul>
<b>Intrapersonal &amp; Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>Empathic</li> <li>Positive Attitude</li> <li>Unconditional positive regard</li> <li>Ability to work in partnership with those who use our services</li> <li>Ability to work autonomously and as part of a team</li> <li>Effective communication skills</li> <li>Personal drive and resilience</li> <li>Quality &amp; Compliance Focus</li> <li>Organised &amp; structured approach to work</li> <li>Ability to manage time effectively</li> </ul>	<ul style="list-style-type: none"> <li>Initiative and creativity</li> <li>Supports a Recovery and Harm Reduction ethos</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Commitment to uphold the GDAS values (above)</li> </ul>	
<p>GDAS may consider the appointment of a candidate who is unable to meet a particular requirement if they offer other skills, knowledge, or experience valuable to the role and the host Organisation. The candidate must also be able to meet the required shortfall within a reasonable timeframe whilst undertaking the newly appointed role.</p>		

<b>Additional Information</b>
<ul style="list-style-type: none"> <li><b>Welsh Language:</b> Welsh Language Standards etc.</li> <li><b>DBS:</b> This role is subject to an Enhanced Disclosure Application via the Disclosure &amp; Barring.</li> </ul> <p>This post is exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action by the organisation.</p>

The fact that a current or pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. However, should an offer of employment be considered, GDAS will endeavour to discuss such disclosures with you in a confidential setting, in order to determine suitability for the role, prior to making any final decision.

- **Safeguarding:** The post holder will have responsibility for promoting and safeguarding the welfare of vulnerable adults/ children (as appropriate) where the employee has responsibility or contact with the vulnerable person.
- **Job Description:** The Job Description accurately reflects the present position; it may be amended and reviewed at any point in the future. Any change will be made following a proper period of consultation.
- **Flexibility:** The post holder will be required to work flexibly around the needs of the people who use our services. This may include work at multiple locations and flexible working hours outside of the normal working week and may include weekends.
- **Driving Licence:** This role involves travel across Gwent to offices and community settings (with occasional possibility of transporting volunteers/clients). Therefore the post holder is required to have a full current driving licence, permitting them to drive their vehicle in the UK, and have full access to their own personal mode of transport which is insured for business use.
- **Vaccination status:** you will need to provide evidence of your COVID-19 vaccination status; we strongly advise that both vaccinations, plus any booster vaccinations are received (unless you have reasonable grounds, e.g. you are medically exempt).