



JOB DESCRIPTION	
<b>Job Title</b>	Hospital Liaison Worker
<b>Reports To</b>	Team Leader
<b>Location</b>	Devon
<b>Salary</b>	£21,929 - £25,701 per annum
<b>Date Updated</b>	April 2023

## JOB PURPOSE

The post will work within the Together integrated drug and alcohol service to establish a high quality drug and alcohol hospital liaison service for patients; ensuring and providing appropriate assessments, interventions and co-developing multi-agency discharge plans and pathways to reduce relapse and hospital readmission.

The post will ensure effective communication with relevant hospital departments (e.g. Mental Health, Hepatology & Gastroenterology, A&E, Maternity) and externally with Together and other community services (e.g. GPs, outreach, housing and community justice services)

The post will provide advice, guidance and training to healthcare professionals in recognition, treatment & management of drug & alcohol related problems, including the delivery of brief interventions.

## MAIN DUTIES AND RESPONSIBILITIES

### Service provision:

- Promote an 'everyone's job; no wrong door' approach to engagement
- Work as part of a multiagency Hospital Liaison Service based with Mental Health Services. Work closely with relevant Hospital Departments including Mental Health, Hepatology & Gastroenterology, Accident and Emergency and Maternity Services.
- Deliver triage and comprehensive strength-based assessments, harm reduction and brief interventions, including naloxone training and distribution
- Carry a caseload providing effective co-ordination and key working; undertake collaborative recovery planning and reviews and make appropriate linkage to other services across Devon
- Utilise a trauma sensitive, warm and non-judgmental approach to develop a strong collaborative therapeutic alliance; genuinely hearing, accepting and responding to people's stories
- Undertake risk assessment and risk management planning in consultation with colleagues and partner agencies as appropriate.
- Deliver evidence based psychosocial interventions (e.g. brief interventions; CBT) and build on peoples' strengths and sources of support
- Work closely with Accident & Emergency to provide early and brief interventions for alcohol misusers.
- Maintain links with Maternity/specialist midwifery to identify and engage pregnant women
- Promote involvement of, and provide support to, families and carers wherever possible
- Work flexibly to support people to meet diverse needs and aspirations, using a range of tools and techniques
- Proactively support service users to participate in a range of recovery, psychosocial and support activities, appropriate to their phase of recovery and including mutual aid; prioritising the most complex and vulnerable people for enhanced provision and intensive interventions
- Contribute to patient discharge and move-on plans, ensuring appropriate linkage to community services and outpatient follow-up services according to need
- Contribute to the development of discharge pathways (e.g. hospital to community detox)
- Contribute to the development of relevant hospital protocols and procedures

- Generate and maintain excellent communication links between hospital departments and *Together* and other community services (e.g. GPs, outreach, housing, social care, social prescribing and criminal justice services)
- Work collaboratively with colleagues, other services, recovery coaches, peer supporters/mentors and volunteers, ensuring all aspects of treatment are effectively planned, integrated and coordinated
- Participate in joint assessment, joint working and information sharing agreements with other services across Devon
- Provide referral for blood borne virus testing and vaccination
- Contribute to the collection of data and the writing of reports to support service improvements
- Provide advice, guidance and training to healthcare professionals in recognition, screening, treatment & management of drug & alcohol related problems, including delivery of brief interventions
- Contribute to the monitoring and analysis of hospital drug and alcohol presentations/trends and identify improvements to provision
- Contribute to developing and delivering initiatives designed to support and reduce frequent attendees at A&E
- Adhere to the principles, policies and procedures of effective safeguarding for vulnerable adults and children
- Take a 'Think Family' approach, adopt the EDP Safeguarding Toolkit and comply with EDP's Safeguarding policy and Devon Children and Family Partnership's procedures

#### **Performance management:**

- Be responsible for individual performance management and delivery of goals and tasks set
- Comply with all workforce management systems, including supervision and appraisal
- Actively participate in continuous professional development
- Ensure effective recording of service activity, service user information and performance monitoring, using required data and case management systems and processes
- Contribute to the continuous improvement of the service and interventions delivered

#### **General Duties:**

- Maintain an understanding of, and comply with EDP and *Together's* protocols and policies
- Practice and uphold EDP's ethos, mission, vision and values in all aspects of the job role
- Work in collaboration with a range of stakeholders and organisations to support effective outcomes for clients, ensuring effective communication and adherence to agreements. Attend multi agency meetings, deliver presentations and training as required
- Actively participate in the EDP communication processes including case meetings, working groups, team meetings, individual or group supervision and appraisal
- Report incidents and complaints in accordance with policy and protocols
- Support or supervise volunteers, recovery coaches, mentors and trainees placed in the team
- Facilitate constructive service user consultation, feedback and involvement in all your work
- Travel to other sites for the purposes of service delivery, meetings and training
- Hold a current driving licence, have access to and insurance for a roadworthy vehicle
- Work flexibly, to provide early/late working and weekend cover as required.
- Undertake such other reasonable duties and responsibilities as requested, across the whole service, and at any location within reasonable daily travel from your main place of work

#### **FURTHER INFORMATION**

##### EDP Values

All employees within EDP will be expected to adopt and promote the values for *Together*.

**Belief – We believe people can make it**

We firmly believe in everyone's potential. We know that people can and do make remarkable changes.

**Respect – How we work is as important as what we do**

We will treat everyone respectfully – whether they use our services, work for us or work with us. We are creative, curious and flexible

**Partners – We do it together**

We see partnerships as the key to better futures for people affected by substance misuse. We develop strong and meaningful partnerships with people who use our services, staff, other agencies, our funders, research bodies and our communities. We will ensure that our services are accessible to all.

**Ambition – We focus on recovery and outcomes**

We want a world where people are no longer blamed for their substance misuse, no longer socially excluded and are given support to take ownership of and rebuild their lives. We will call for more understanding, more compassion and more resources to make this happen. We will support staff and service users to keep learning and to set and achieve ambitious targets.

Confidentiality

Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.

Data Protection

To comply with current laws and EDP policies in relation to data protection and information governance.

Conflict of duties

All applicants to any post within EDP are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with EDP. Failure to do so may result in an application being rejected or dismissal after appointment.

Equal Opportunities and Diversity

To ensure that all service users, their partners, colleagues both in *Together* and other partner organisations are treated as individuals within *Together's* Diversity and Equality framework

Health and Safety

You are required to comply at all times with the requirements of the Health and Safety regulations and *Together's* Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself. You are required to comply with *Together* policies at all times.

*You will be expected to work to all the agreed policies and procedures for Together, which have been adopted by EDP. You will also be expected to work to any separate EDP policies (i.e. policies EDP has which Together doesn't have). You will be expected to work to the values both within Together and within EDP*

## Person Specification: Hospital Liaison Worker

All criteria are Essential unless otherwise indicated

Attributes		Criteria
<b>1. Experience</b> (through paid or voluntary work)	1.1	Experience of managing, planning and prioritising own workload whilst consistently meeting targets and completing tasks to a high standard.
	1.2	Experience of working within a hospital setting (desirable)
	1.3	Experience of screening and assessment for substance misuse
	1.4	Experience of supporting individuals to develop, implement and review their own Recovery plans; assisting them to identify their own resources, aspirations and priorities.
	1.5	Experience of providing a range of evidence-based, psychosocial treatment interventions to substance misusers, or other vulnerable adults, in both 1:1 and group-work settings.
	1.6	Experience, or an understanding, of multi-agency working, partnership development, outreach and engagement, including delivery of training (desirable)
	1.7	Experience of managing medium to high caseloads, including keyworking and signposting.
<b>2. General and Special Knowledge</b>	2.1	An in-depth knowledge and understanding of the harmful effects associated with drug/alcohol misuse in relation to health, offending, social welfare, housing, employability and personal relationships.
	2.2	An in-depth knowledge and understanding of treatments and interventions available to substance users, clinical and non-clinical, including the benefits to individuals.
	2.3	An understanding/awareness of current national and local guidelines and protocols on substance misuse, treatment and recovery.
	2.4	A knowledge and understanding of policies related to the safeguarding of children and vulnerable adults.
	2.5	An understanding of models of recovery, and the role of the community in supporting recovery.
	2.6	An understanding of effective caseload management processes and principles.
	2.7	Working knowledge and experience of Microsoft Office suite, email use, IT systems, case management systems
	2.8	A strong understanding of/commitment to multi-disciplinary working and working in partnership with other organisations
	2.9	A knowledge and understanding of hospital discharge planning (desirable)
<b>3. Qualifications and Training</b>	3.1	NVQ level 3 in Health and Social Care, and/or equivalent professional qualification (e.g. Health Care, Nursing, Social Work, equivalent overseas qualification) or commitment to complete.
	3.2	Certificate in the Management of Drug Misuse Part 1 (RGCP 1); or commitment to complete.
<b>4. Skills and abilities</b>	4.1	Ability to work within a values based approach, adopting the <i>Together</i> values and recovery based principles
	4.2	Ability to effectively engage with 'hard-to-reach' drug and alcohol users
	4.3	Ability to work collaboratively, in partnership with a range of people and organisations and to leverage appropriate resources
	4.4	Ability to communicate effectively and work well with clinical colleagues, ensuring clinical plans align with recovery plans.
	4.5	Ability to deal with emotional content of sessions and constructively challenge abusive, aggressive or discriminatory attitude and behaviours
	4.6	Ability to work effectively as part of a team

	<b>4.7</b>	Ability to communicate well with a wide range of audiences
	<b>4.8</b>	Ability to develop constructive therapeutic alliances with service users whilst maintaining professional boundaries
	<b>4.9</b>	Ability to demonstrate excellent organisational and time management skills with the ability to manage pressure and carry a diverse workload with competing demands
	<b>4.10</b>	Ability to work within evidence based practice and with due regard to diversity and inclusion in the workplace
	<b>4.11</b>	Ability to demonstrate reflective practice skills
	<b>4.12</b>	Ability to deliver training and give appropriate advice to other professionals
	<b>4.13</b>	Ability to utilise or carry out assessment of needs, formulate packages of care and transition, and review and report on progress.
	<b>4.14</b>	Ability to provide a range of needs-led psychosocial interventions to individuals.
	<b>4.15</b>	Ability to negotiate and work jointly with medical colleagues in the pursuit of appropriate clinical interventions and recovery treatment for individuals.
	<b>4.16</b>	Ability to organise, coordinate and prioritise referrals and high caseloads, through effective keyworking.
	<b>4.17</b>	Ability to refer/signpost service users to a range of internal and external services to meet needs.
	<b>4.18</b>	Ability to obtain and share information safely in the interests of service users' care.
	<b>4.19</b>	Ability to maintain high quality and defensible case records and documentation, within deadlines.
	<b>4.20</b>	Ability to use data management systems for the effective recording of performance and service user data.
	<b>4.21</b>	Commitment to continuous evaluation and improvement of interventions.
	<b>4.22</b>	Commitment to continuous professional development, and to share specialist knowledge.
	<b>4.23</b>	Flexibility of approach that demonstrates ability to use a range of treatment options.
	<b>4.24</b>	Ability to support individuals to use digital interventions (or commitment to learn this)
<b>5. Additional Factors</b>	<b>5.1</b>	A commitment to equality of opportunity, valuing diversity, and anti-discriminatory practice, reflected in professional relationships with service users, colleagues and the public.
	<b>5.2</b>	A desire to work within, and contribute to, a culture that is positive, dynamic, forward thinking and outcomes-focused.
	<b>5.3</b>	Willing and able to work flexibly to cover early/evening and weekend duties to meet the demands of the service.
	<b>5.4</b>	Ability to travel across <i>Together</i> service area.
	<b>5.5</b>	To be assessed as medically fit in accordance with EDP Occupational Health Department to perform the duties of this post
	<b>5.6</b>	A non-judgmental attitude towards people affected by substance use, including offenders.