

## **Job Summary**

The post holder will be responsible for the operational management of BHT Sussex Addiction Services - Detox Support Project and Recovery Project.

Our Addiction Services provide residential treatment for people seeking life recovery from drug and/or alcohol addiction. The projects provide a pathway for clients to achieve and sustain abstinence by learning recovery skills and becoming active members of a recovery support network. The projects are based on the 12 step model of recovery and use integrated CBT therapeutic tools. The Detox Support Project and the Recovery Project are CQC registered services.

Following changes at the start of the pandemic, the Detox Support Project and the Recovery Project are now located together at our Ditchling Rise site. Over the coming months we will be further integrating the projects into one service. This is an exciting time, and we are planning new initiatives for the service, including developing our Ditchling Rise site to accommodate both projects in a re-modelled and well-designed community space.

The postholder will work closely with the Senior Manager of Addiction Services on this project integration, supporting staff throughout the process and ensuring our service to clients remains focused and consistent.

The postholder will be responsible for the operational delivery of effective detox support and residential rehabilitation services to achieve the best possible outcomes for clients. Management responsibilities will include operational implementation of all aspects of service delivery, including referrals to the service, health and safety, maintenance, continuous improvement, staff support and management, and partnership working.

## **Responsible To**

- Director, Advice and Support Services
- Senior Manager, Addiction Services
- Through line management to the Board of Management

## **Responsible For**

- Deputy Manager
- Senior Support Worker
- Support Workers
- Admin staff
- Bank staff
- Volunteers, interns and students on placement.

## Significant Working Relationships:

- a) Clients
- b) BHT Sussex staff
- c) Service Commissioner
- d) Brighton and Hove Recovery Service
- e) Housing Benefit and DWP
- f) Care Quality Commission (CQC)
- g) Statutory and voluntary organisations

## Duties / Responsibilities

### Service delivery and service development:

1. To oversee and manage all aspects of the service and ensure effective and efficient service delivery.
2. To collaborate with staff in reviewing, designing, and overseeing the therapeutic programme of support.
3. To ensure that the best possible quality and standard of support is provided for residents, within a trauma-informed and psychologically informed framework.
4. To be proactive in achieving client and service outcomes.
5. To monitor and report on service performance and targets.
6. To participate, as appropriate, in the delivery of the service to clients.
7. To manage and participate in the provision of out of hours cover at agreed levels.
8. To work with the Senior Manager in setting the strategic direction of the service, the implementation of service developments and the delivery of a programme of continuous improvement.
9. To lead the team and manage change effectively and supportively.
10. To be responsible for the management of staff rotas and ensuring the service maintains adequate staffing levels.
11. With the Senior Manager, to be responsible for the coordination of referrals to the service and for ensuring occupancy levels remain within commissioned and BHT Sussex target levels.
12. With the Senior Manager, ensure the service proactively meets all CQC regulatory requirements and receives positive CQC ratings.
13. To ensure the efficient delivery of repairs and maintenance and all other relevant housing management related functions.
14. To liaise with relevant statutory and voluntary organisations.

15. To be responsible for quality assurance within the service.
16. To be responsible for the health and safety of the service including that of residents, staff, office environment, buildings, and the wider community (neighbourhood /visitors).
17. With the Senior Manager, to be responsible for the review and development of service policies and procedures.
18. With the Senior Manager, to be responsible for crisis management.
19. To ensure structures are in place to actively promote client involvement.
20. To ensure the production of high-quality publicity materials for the service and to ensure a high profile amongst other agencies and potential users of the service.

**Staff Management:**

21. With the Senior Manager, to be responsible for the recruitment of staff.
22. To be responsible for the induction, supervision, annual appraisal and training of staff, including bank staff.
23. To undertake all line management responsibilities.
24. To be responsible for managing staff performance and development, including disciplinary issues.
25. To arrange, attend and facilitate team meetings, incorporating opportunities for reflective practice.
26. To facilitate opportunities and be responsible for volunteers, Interns, and student placements within the service and to provide appropriate supervision structures to support these.

**Administration:**

27. To ensure efficient administrative systems are maintained which support all areas of service delivery, rent accounting, and financial accounting.
28. To ensure that staff maintain casework files on BHT Sussex's client record system (In-Form), which fulfil all service and monitoring requirements.

**Financial:**

29. To ensure the financial resources of the service are used efficiently and purposefully.
30. To assist in the setting and monitoring of budgets.
31. To authorise expenditure within budget and in accordance with BHT Sussex's financial procedures.

32. To ensure the collection of weekly resident charges and the monitoring of arrears and voids.

**General:**

33. With the Senior Manager, to implement and oversee effective Infection Prevention Control measures.

34. To develop a close network of communication and co-operation with partner agencies.

35. To positively promote the work of the service and BHT Sussex through attendance at forums and external meetings.

36. To ensure the service delivers a responsive approach to crisis management and support intervention which may include the need for flexible working hours.

37. To participate in a Management on call rota.

38. To participate in organisational fundraising initiatives.

38. To undertake such other duties appropriate to the grade and character of the work as may reasonably be required.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become

aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of ‘Inspiring Change’; ‘Delivering Excellence’; ‘Empowering People’; ‘Being Accountable’ and ‘Collaboration’.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document