

## Job Description

<b>Service</b>	<b>Catalyst Support Limited</b>
<b>Job Title</b>	<b>Drug and Alcohol Services Operations Manager</b>
<b>Reports to</b>	<b>CEO and deputy</b>
<b>Base</b>	<b>To be agreed</b>
<b>Salary</b>	<b>£35,000+ (based on experience)</b>
<b>Charity</b>	<p>Catalyst is a non-profit organisation working with people who are dealing with issues associated with alcohol, drugs, mental health and wellbeing. We believe in peoples' ability to change and are proud of our non-judgmental ethos.</p> <p>Catalyst delivers a range of alcohol and drug services, including some in partnership with Surrey and Border NHS Foundation Trust and Surrey County Council. Services include: specialist outreach e.g. rough sleepers, cuckooing, liaison and diversion, high impact complex drinkers (Blue Light); drug and alcohol workers within Family Safeguarding Services and harm reduction, brief intervention and treatment within i-access (specialist substance misuse service).</p>
<b>Purpose of Job</b>	<p>The role is to provide overall operational management for all alcohol and drug services, outreach and specialist projects.</p> <p>The job will have responsibility for all partnership work, service development, monitoring and evaluation, and liaising with commissioners regarding service performance and contracts.</p> <p>The role will report to both the CEO and deputy and the post holder will be a member of the Leadership Team.</p>

### Key Activities:

- To have overall managerial responsibility for all the drug and alcohol services, outreach and specialist projects.
- To champion the rights of individuals, their families and carers in the delivery of services and through partnership working.
- To promote the Catalyst ethos throughout service delivery, with all partners, stakeholders and the wider Surrey community.
- To have responsibility for ensuring the safety and welfare of staff, volunteers, peer mentors, and clients across all drug and alcohol services and projects.
- To work with key partners on joint working initiatives and service development to ensure compliance with local protocols, including but not limited to:
  - Safeguarding
  - Information sharing
  - Local plans and strategies

- To manage, provide guidance, support, supervision and career development for team leaders/senior workers to enable them to deliver effective services.
- To work with the Human Resources Manager on the recruitment, selection, induction, supervision, performance management and development of staff.
- To work with Leadership team on any drug and alcohol service procurements.
- To support the delivery of the Accredited Peer Mentoring Programme and Peer SMART.
- To continually monitor service delivery, audit case management systems, data and outcome reporting.
- To be a member of the Leadership Team to ensure all aspects of service delivery meet legal and contract requirements and Catalyst policies and procedures.
- To work with the Finance Manager and teams to ensure services are delivered within budget and are costed effectively.
- To liaise with, and report to commissioners on key performance indicators, outcomes, critical incidents, and Safeguarding issues.

### Person Specification

	Essential	Desirable
<b>Qualifications and experience</b>		
Degree and/or professional qualification e.g. Management, Nursing, Psychology, Social Work, Occupational Therapy, Counselling.	✓	
Have a management and or project management qualification (diploma level or above) and/or 3 years+ management experience.	✓	
Experience of co-production work with clients in designing, delivering and evaluating services.	✓	
Experience of procurement and tender submissions.	✓	
Experience of developing and maintaining effective partnerships at an operational level or equivalent experience.	✓	
Experience of operational management, governance, performance, contract monitoring and outcome reporting.	✓	
Experience of planning, delivering and evaluating training and development	✓	
Knowledge and experience of data analysis, research methodology and report writing.	✓	
Experience of financial planning and budgeting.	✓	
Experience of staff development and supervision	✓	
Experience of working with people/services re: drug and alcohol, mental health needs, learning difficulties, neurodevelopment disorders.	✓	

## Person Specification

Knowledge		
Knowledge of national and local strategies, evidenced based practice and guidance for alcohol and drug work, BBVs, harm reduction and treatment.	✓	
Knowledge of health and safety including assessing high risk situations for clients.	✓	
Understanding and knowledge of service provision and care pathways.	✓	
Experience of data input, data systems, outcome monitoring and reporting.	✓	
Information Technology		
Manual dexterity to use computer keyboard and mouse.	✓	
Proficient in Microsoft Word, Excel, use of email, Outlook.	✓	

### General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required which will include evening and weekend work.
- Seek to improve personal performance, outcomes, contribution, knowledge and skills.
- Participate in team meetings, appraisal, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and practice where appropriate.
- Contribute to maintaining safe systems of work and a safe environment.
- Represent Catalyst at external agencies and support the values, workings and ethics of the Catalyst approach to client work.
- Have a full UK driving licence is required with regular access to a vehicle. Business insurance a necessity.
- Undertake other duties appropriate to the grade of the post.

### Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject to grievance and/or disciplinary procedures.

**This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.**

Amendments: This job description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.