

## Job Description

**Job Title: SMS Support Worker**

**Accountable to: SMS Lead**

Practice Plus Group's mission is **Unlock Access to Excellence**.  
Our core values are;

- we treat patients and each other as they would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

### **The role**

Working as a Substance Misuse Support Worker, you will be working with other members of the health care team that you are part of, supporting with the assessment and delivery of harm reduction advice. You will often be the first point of contact the patient will have with the SMS service, encouraging the patients to access support to improve their own health and wellbeing. Day to day tasks may include completing initial assessments and providing support and harm reduction advice to patients who have been identified as requiring additional support. You will also support recovery workers in delivering structured group interventions. Whilst undertaking your role, you will:

**Provide** outstanding evidence-based care to patients seeking out, listening to and acting on their feedback so that care is personalised to their recovery journey and informed by what matters to them. Provide harm reduction and information on health concerns including Blood Borne Viruses.

**Deliver** non-judgemental care, alongside our integrated healthcare team in different locations across the site. You'll make a real difference as defined throughout our bespoke HiJ competency framework and follow our policies and procedures while always safeguarding those we work with. You will support with the delivery of a range of psychosocial interventions through brief intervention and group work delivery.

**Inspire** excellence by forging strong links within our teams, our partners and stakeholders and providing a service that people can trust, feel safe within and feel proud of.

**Promote** best practice, using evidence-based care and continuous quality improvement embedding a culture of shared learning. You will promote patient wellbeing and reduce stigma by demonstrating empathy and understanding to our patients.

**Share** knowledge and skills to ensure safe care and support each other to do a great job engaging with the process of reflection and supervision.

### Expectations of colleagues in this role

- Experience in, or understanding of, working with recovery or other support services and understanding the challenges faced by our patients.
- Ability to quickly establish rapport with patients and use techniques to engage them in services.
- Ability to positively manage potentially challenging behaviour.
- Commitment to working collaboratively with colleagues within the health, community and prison systems.
- Commitment to include patients in the development of service delivery utilising our Patient Engagement Strategy.
- Understanding, knowledge and commitment to harm reduction.
- Experience (or looking to gain) of working within the substance misuse multi-disciplinary framework, that includes housing, social care, healthcare, and mental health pathways.
- Ability to manage workloads and flex accordingly to service priorities on site.
- Understanding of confidentiality and professional boundaries.
- Good communication and interpersonal skills and a non-judgmental and compassionate approach.
- Good IT skills and accuracy in record keeping.
- Ability to work unsupervised whilst following national guidelines and local policy and procedures.



### Additional information

**Disclosure and Barring Service-** a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

**Prison Vetting-** a HMPPS (His Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

**Education and Training-** continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.