

Derbyshire Alcohol Advice Service

Job Title: Administrator/telephone referral and advice line (Hub Worker)

Contracted hours: 24 hours per week over 3 days

Accountable to: Service Manager

Reporting to: HUB Manager

Based at: Dents Chambers, Chesterfield

Salary: £18,400 - £19,240 pro rated (i.e. £11,040 - £11,544)

Holidays 25 plus statutory (pro rata for part time post).

Purpose: To provide a telephone response to callers to the service through a Derbyshire Countywide Referral Hub. To provide initial telephone triage assessments providing a motivational brief intervention where appropriate. Based on agreed care pathway criteria, refer clients to appropriate services within stated wait times. To log actions and information provided on NHS SystemOne client data base and to allocate clients to key workers throughout Derbyshire. To offer advice and guidance to referring agents and professionals and to families and carers by phone or drop-in. To provide information about drug and alcohol and support services available across Derbyshire and in the Partnership. Some early evening work will be required.

Job description/task
<ul style="list-style-type: none">❖ Provide a telephone response to callers of the service, including those affected by drug and alcohol misuse, their families and carers❖ Complete referrals received from professionals by post and email.❖ To log all communications made and actions taken on NHS SystemOne data base❖ Understanding of Information Governance and Data Protection❖ Provide reception and “drop in” facilities face to face with clients❖ Give out brief advice to professionals and other services❖ Refer clients to appropriate services through an agreed care pathway referral route❖ Provide appropriate signposting to other services as appropriate including substance misuse recovery group work and support❖ Complete initial triage assessment referral forms❖ Update the DAAS counselling referral waitlists❖ Manage a client and professional contacts information data base❖ Provide a telephone Brief Intervention/Motivational Intervention support service for callers to the service and to those referred by a third party❖ Support clients by telephone if needed❖ Send out standard letters and leaflets❖ Carry out general administrative support tasks where appropriate❖ Attend where appropriate admin/staff meetings❖ Undertake any training which is required in order to carry out duties in line with this job description❖ Take part in management supervision❖ Be flexible to meet the needs/requirements of the service.