

Job Title	Senior Practitioner
Function	Service Delivery
Reports to	Service Manager
Direct Reports	Yes
Grade/Job Evaluation Level	Implement – Expert Support/Supervisor
Salary Banding	Individual Contributor C
Created/Reviewed date	May 2026

You will be working for

(Description of Waythrough and specifics of Service/Function/Office)

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

Purpose of the Role

To manage the day-to-day functioning and performance of a designated service team and area of specialist service delivery to ensure a positive working environment is maintained and a quality service is delivered.

Accountabilities

(List of accountabilities specific to this role)

1. Implement, develop and assist in the management of services delivered by the team within a defined specialist area.
2. Support the Service/Area Manager to develop, deliver, monitor and improve processes, control systems and work environments to meet quality requirements and contractual needs including KPIs.
3. Develop, deliver and operationally lead quality service delivery elements, pathways and resources that meet service and local need.
4. Manage, mentor, coach and ensure the development of staff reporting to you, including volunteers. This includes involvement in delivering appropriate training, recruitment, induction, monitoring performance, managing absence and appraisals/supervisions.
5. Manage a caseload of service users, completing and reviewing high quality and comprehensive assessments, risk assessments and support plans, including liaising with family members, significant others and professionals / agencies as appropriate.
6. Maintain accurate and up to date records and reports and provide written and verbal reports as required.
7. Analyse information and utilise this analysis to continuously improve the service.
8. Work as part of the local management team and participate in working thematic groups and corporate activities.
9. Contribute to the delivery of company strategy by communicating and implementing objectives and priorities at project level.
10. Take responsibility for Health & Safety issues in the working environment.
11. Actively engage service users in future service design/changes to delivery.
12. Ensure all services delivered are accessible paying particular attention to underrepresented groups.
13. Deputise for the Service/ Area Manager in their absence.



14. Reduce substance related harm to the individual and wider community.
15. Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required.
16. Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
17. Keep abreast of policy and professional development within your area of professional expertise.
18. Promote, adhere to and live our workplace values of being honest, committed and inventive.

Values and Competencies

Our Values

- **Kindness**
- **Courage**
- **Respect**

Our Competencies

Lead and Inspire - Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities.

Create and Innovate - Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.

Developing Our Talent - Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.

Impactful Communication - Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.



Delivering Results and Achieving Greatness - Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.

Service Excellence - Continues to build on Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.

Working Together - Defines how we work with each other and our customers, partners, commissioners and stakeholders.

Person Specification

Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or above or equivalent)	Essential
Relevant professional qualification e.g. addiction studies, counselling, social work, therapeutic qualification.	Desirable

Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	Essential

Experience	Essential or Desirable
Experience of leading and developing people, including providing effective and regular supervision.	Essential
Ability to extract, analyse and report on management information.	Essential
Experience of leading and developing people, including providing effective and regular supervision.	Essential



Understanding of and ability to implement evidenced based interventions, including brief interventions MI, PSIs, CBT and ITEP.	Essential
Experience of working with drug/alcohol users and delivering 1-2-1 and group evidence-based interventions	Essential
Experience of maintaining confidentiality and working within professional boundaries.	Essential
Experience of completing service user assessments including comprehensive risk assessments.	Essential
Knowledge and experience of the Criminal Justice System (where relevant).	Essential
Experience of working with best practice frameworks e.g. NICE, DOH, NTA, NMC, Care Quality Commission & Caldicott Standards.	Essential

