

Post:	Recovery Coordinator (Service User Involvement Lead)
Delegated Authority	Level 7
Team:	Camden Recovery Service
Responsible to:	Peer Mentor Team Manager
Responsible for:	Not applicable

Job Purpose

To lead on the delivery of Camden's Substance misuse service user involvement.

The role focuses upon the recruitment and training of historic and active service users to become involved in improving services for relevant people across Camden. These service users will then be supported to take on volunteer responsibilities across the borough as dictated by a service user led consultation.

The post holder would provide both volunteer and key working support through regular 1:1 assessment, supervision and goal-focused action planning sessions.

To provide outreach and undertake co-location at key Substance use services and to maintain positive working relationships with referring agencies and ETE providers, as well as networking and brokering new opportunities.

Keeping accurate and up-to-date records of client and volunteer assessments, action plans, personal details and contact notes on SHP's recording system.

The post holder will work within the existing Camden Recovery Service, which has a specific focus on obtaining employment or other activities that maximise the chances of employment, such as education, training and volunteering.

The role will also include an element of conducting peer research and working with partner agencies across Camden to ensure service user input influences service provision.

Key Accountabilities

1.0 Assessment

Arranging and carrying out holistic assessment interviews. Giving an outline of the service offer and volunteer opportunity, ensuring the referral criteria are met and suitable clients accepted onto the programme. Completing risk and need assessments with an 'outcome star' and clear SMART goals. Assessment paperwork completed to a high standard and in line with local procedure.

2.0 ETE-focussed support planning

Providing 1:1 goal-focused support sessions; enabling a caseload of clients to move into suitable and sustainable education, training and employment. Working with clients to identify barriers, strengths and goals, with a focus on employability. Ensuring clients are achieving ETE outcomes within 12 weeks, or for however long they volunteer with the service, as well as developing a plan to achieve longer term goals.

Enabling a smooth transition for clients moving into employment, including in-work support. Conducting benefit calculations and making sure in-work benefits are maximised. Providing support to clients who start ETE activity by keeping in contact post-case closure, offering re-access to the service where appropriate.

3.0 Networking, Liaison and Brokering

Acting as the lead worker across substance use treatment services, via drop in services and co-location

Promoting the service to support the maintaining of referrals levels, giving the service exposure in the borough and promoting client successes.

Provide the clients and volunteers opportunities for personal and professional development by linking into activity provided within the Recovery Services and other SHP services. Brokering opportunities with providers of education, training and employment.

4.0 Service delivery and development

Leading on delivery of key components of service delivery, including the coordination of a Sunday 'Lunch Club' Project and a Service User forum.

Working in collaboration with key partner agencies by being responsive to requests, giving regular client updates, participating in multi-agency working.

Promoting activity that supports recovery through facilitating groups and 1:1 support, including social activities, basic relapse prevention, exercise, healthy eating and participation in mutual aid groups.

5.0 Group working

To plan, deliver and evaluate regular training for Service user volunteers via both one-to-one and group work sessions along with other team members in a number of locations. Having a creative approach whilst adhering to a structured session plan.

6.0 Information Management

Ensuring all contact with clients is recorded on SHP's 'Inform' recording system. Risk and needs assessments, outcome star and actions plans completed by hand with clients to be transferred to Inform. Information to be kept accurate and up-to-date and in line with local procedure. Providing quarterly data as part of the service's monitoring submission to our funders.

To lead on the processing and management of online DBS applications for volunteers

7.0 Teamwork

Actively responsible for individual and projects aims and objectives and participation in team meetings, supervisions and appraisal and training to ensure a cohesive and professional working environment at all times. Participate in information advice and guidance client 'drop-in' sessions.

8.0 Health and Safety

Complying with project policies and procedures for safe working practices for staff and clients.

To ensure that volunteers are aware of and comply with project policies and procedures for safe working practices for volunteers and service users.

To ensure current event risk assessments are in place for all volunteers activities.

Technical and Professional Know-How required for Effective Performance

- The ability to understand the issues relating to substance misuse.
- Understanding of issues relating to substance misuse. The ability in particular to motivate people who are abstinent or reducing their use to achieve positive outcomes. Operating a recovery-focused approach including using coaching and motivational interview techniques.
- Experience of providing ETE support, guidance and advice to socially excluded groups and an awareness of the barriers to accessing and sustaining ETE activities.
- Experience of assessing clients' needs and developing individual, goal-focused action plans with the emphasis on accessing ETE activities.
- Experience of planning, facilitating and delivering group work sessions with a focus on employability and confidence building.
- Ability to work in partnership with specialist service providers or agencies (e.g. substance misuse, mental health, offending) in order to ensure clients receive appropriate levels of support.
- An understanding of the principles underlying a quality service and participation of clients to continuously improve the service.
- Experience of managing complex and difficult situations in relation to this and other vulnerable client group(s).
- Ability to be self motivating, work under pressure, and manage time effectively.
- An ability to be self-servicing in the use of ICT applications and the ability to record client outcomes, assessments, learning and achievement action plans on an in-house SHP database.
- Willingness to work flexibly in response to changing organisational requirements and work outside of office hours when required.

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking (The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way. 	1
	<p>Sifts and analyses information</p> <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it. 	2
<p>Commitment and Drive (The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. 	1
	<p>Is proactive and solution focused</p> <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures. 	2

<p>Efficiency and Effectiveness (The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. 	1
	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop. 	2
<p>Teamworking (The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	1
	<p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP. 	2

<p>Effective communication (The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. 	1
	<p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest. ▪ Makes every effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others. 	2
<p>Resilience (The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is self aware</p> <ul style="list-style-type: none"> ▪ Takes time to reflect on actions and behaviours and learn from them. ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning. 	1
	<p>Is assertive and self confident</p> <ul style="list-style-type: none"> ▪ Presents self in a confident manner. ▪ Raises issues in a constructive way. ▪ Able to make clear decisions and act on them. ▪ Remains calm and self controlled in challenging situations. ▪ Acts decisively and appropriately in a crisis. 	2
<p>Putting the Customer First (The willingness and ability to deliver the best possible person centred service to our customers - customers may be</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own. <p>Recognises that SHP exists to provide a service to our customers.</p>	1

<p>service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	<p style="text-align: center;">2</p>
<p>Embracing Change and Innovation (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. 	<p style="text-align: center;">1</p>
	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	<p style="text-align: center;">2</p>