



Post: **Recovery and Opportunities Coordinator (ROC)**

Delegated Authority **Level 7**

Team: **Recovery Opportunities Team**

Responsible to: **ROC Team Leader**

Responsible for: **No direct staff management responsibility**

Job Purpose:

Working within a bio-psycho-social social model of Psychologically Informed Environment (PIE) you will provide an effective, high quality activities programme.

Working under the direction of the ROC Team Leader, you will be primarily responsible for designing, implementing and co-ordinating recovery-focused activities and SHP's Opportunities Programme, within designated housing schemes.

You will work with partnership agencies to ensure the programme meets the needs of clients and supporting their recovery, and move towards independent accommodation.

You will be responsible for delivering elements of the programme, in addition to, coaching and supporting staff members, volunteers, students, clients and peers to facilitate groups and activities.

You will develop and deliver the service in line with a person-centred, personalised and trauma-informed approach.

Key Accountabilities

1.0 Development/Implementation/Monitoring of In-House Recovery and Opportunities Programme

1.1 To create a comprehensive Recovery and Opportunities Programme which incorporates important focus areas including relationships, mental and physical health, substance use and in-/formal learning opportunities.

1.2 To ensure that part of the programme works towards pre-tenancy training for

residents, to prepare them for moving on to more independent accommodation.

- 1.3 To ensure that staff, volunteers and client peers are provided with the necessary training, coaching and resources to be able to deliver all aspects of the programme.
- 1.4 To create, publicise and maintain a timetable of events taking place in-house and in the local area.
- 1.5 To implement mechanisms to record relevant outcomes of the programme and review the effectiveness of what is being delivered.
- 1.6 To develop and implement mechanisms that facilitate client empowerment and engagement in developing and delivering co-produced services.
- 1.7 To participate in the development of a psychosocial environment that is conducive to recovery and promotes healthy social relationships.

2.0 Group Work

- 2.1 To plan and facilitate regular client group work sessions, following structured session plans in a flexible and creative way with a view to developing life skills, building confidence and resilience, and promoting well-being.
- 2.2 To ensure the group work programme enables positive participant experience and where the benefits of group process are assessed and inform further development
- 2.3 To engage in a reflective process with the ROC Team Leader and Team regarding the development, delivery and process of group work.
- 2.4 To develop, deliver and/or co-ordinate a range of group work from low-threshold pre-contemplative engagement work to psychoeducational trauma-informed learning, Hearing Voices and Unusual Beliefs approaches where appropriate.
- 2.5 To produce high quality, comprehensive activity risk assessments in consultation with the ROC Team Leader and local service manager, staff team and clients.
- 2.6 To ensure that activity risk assessments are updated in a timely manner, and that they are regularly reviewed to reflect changing need/information.
- 2.7 To work with support staff to ensure that client risk assessments are actively updated with new and relevant information as needed.

3.0 Support Staff Team's Client Work

- 3.1 To ensure that information relating to client support is recorded and communicated to the appropriate staff members.
- 3.2 To assist case holding staff with the development of comprehensive support plans by activity sharing information.
- 3.3 To support staff in understanding and developing the wider service provision in relation to critical thinking in the area of social care, mental health and complex needs including Recovery, Hearing Voices and Unusual Beliefs and Trauma.
- 4.0 Information Management**
- 4.1 To ensure that all client contacts are recorded promptly on Inform.
- 4.2 To ensure all client data is kept up to date, reviewed appropriately and held in line with SHP protocols on confidentiality and GDPR good practice.
- 4.3 To ensure that documents, including needs assessments & risk assessments, are reviewed within the appropriate time frames.
- 4.4 To ensure that any client / group work hard copy files are kept up to date.
- 4.5 To ensure that reports and forms for commissioners or grant funds are completed in a timely manner.
- 5.0 Partnership Working**
- 5.1 To increase client opportunities by linking in and establishing relationships with internal and external services that can meet specific needs.
- 5.2 To work in partnership with other SHP departments, statutory and community mental health and social care agencies and networks including lived experience user groups to improve the provision of; the Opportunities Programme, local service delivery and general SHP offer.
- 5.3 To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally.
- 5.4 To be supportive, transparent, evidence based and accountable to other colleagues and external agencies
- 6.0 Social Inclusion**
- 6.1 To assist and empower clients to develop life skills and participate in activities to promote increased independence and involvement with the community.
- 6.2 To support staff in clients with identification and application to suitable learning opportunities in the community.
- 8.0 Team Work**
- 8.1 To take an active part in the development of the ROC Team and local service

through sharing practice, joint work and fostering mutual support and learning.

- 8.2** To participate in team meetings, reflective practices, supervisions, performance reviews and training by preparing, sharing and discussing ideas and offering solutions.
- 8.3** To take personal responsibility for own development and learning.

9.0 Health and Safety

- 9.1** To comply with organisational and service policies & procedures around safe working practices for staff and clients incl. lone working.
- 9.2** To actively support the local Service Manager in the appropriate management of client, visitor and occupational health related risks.

Technical and Professional Know-How required for Effective Performance

When completing your supporting statement, you will be required to address (using examples) some of the points within the box below.

Experience

- Demonstrable experience of working with people who have needs in the following areas; mental and physical health, substance use or offending.
- Experience of developing, facilitating, co-ordinating and working in groups, with a demonstrable understanding of group dynamics
- Experience of developing and maintaining positive partnership relationships with a range of internal and external providers and services.

Skills, Abilities & Knowledge

- Demonstrable understanding of PIE and how this role could contribute to the group work programme and application within SHP generally.
- Demonstrable understanding and commitment to engaging in critical thinking, networks and development of approaches in areas including (but not exclusively) around Hearing Voices, Unusual Beliefs, Trauma and responses to Recovery
- Ability to teach, coach and support staff, clients and volunteers in developing and running groups
- A proven ability to act calmly in a professional manner whilst dealing with unpredictable situations and/or behaviour which is challenging; considering all contributory factors including one's own practice and responses.
- An understanding of the importance of professional boundaries and how they are likely to impact on the role within an accommodation setting.
- A demonstrable ability to engage and motivate people, with an awareness of the issues that may prevent engagement, and impact self-motivation.
- A proven ability to analyse information, make accurate deductions and evaluations and communicate these to various audiences.
- A level of literacy to produce high quality written work, providing reports and documentation and the ability to use common IT packages.
- Demonstrable expertise and skills in empowering individuals in their own recovery incl. the use of appropriate theories and approaches.
- A proven ability to work remotely and manage time effectively

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking</p> <p>(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</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meets targets and deadlines. ▪ Does 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. ▪ Does things before they need to be told. ▪ Finds 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</p> <p>(The ability to plan and organise work so that deadlines, targets and</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. 	1

standards are met)	<ul style="list-style-type: none"> ▪ Meets targets and deadlines. <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</p> <p>(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>Effective communication</p> <p>(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. <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. 	1
<p>Resilience</p> <p>(The ability to deal with situations with clients and</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. 	1

<p>colleagues with confidence.)</p>	<ul style="list-style-type: none"> ▪ 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. 	
	<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. ▪ Is 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</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</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 customer’s and their own. ▪ Recognises that SHP exists to provide a service to our customers. 	1
	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customer 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. 	2
<p>Embracing Change and Innovation</p> <p>(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. 	1