Job Title:	**Recovery Coordinator**

1. Main purpose of the role

The post holder will work as an integral part of the multi-disciplinary team at the service named above to deliver high quality provision by:

- Supporting service users from point of entry into the service and through their treatment/recovery journey;
- Providing screening, assessment, and recovery planning and onward referral;
- Reducing drug and alcohol related harm to service users and the wider community;
- Promoting carer, service user and community involvement;
- Providing advocacy for access to partnership services;
- Working with service users to support social (re)integration, enabling them to lead meaningful and purposeful lives: promoting recovery, resilience, peer support and self determination.

2. Reporting and working relationships

Reporting relationships:

The role will report directly to the Senior / Team Leader.

The role may supervise Volunteers and Peer Mentors

Working relationships: *This role is vital to the development and continuity of the service, necessitating a flexible attitude to multi-agency working.*	

3	Role-specific responsibilities
3.1	Act as main care coordinator overseeing assigned groups of service users, providing: screening; asset mapping; comprehensive assessments; recovery planning (using motivational interviewing techniques) and reviews of care.
3.2	Coordinate a tailor-made package of care including: • Recognised psycho-social interventions; • 1to1 key work, POD and group work; • Clinical interventions; • Harm minimisation and brief interventions. The post holder will be the broker for these interventions, but will not regularly deliver them.
3.3	Carry out comprehensive service user assessments, including asset mapping of community resources and develop individual recovery plans that clearly identify how achieving each goal will enable progression in addressing substance use and re/integrating into the community.
3.4	Support the development of service based recovery communities.
3.5	Further develop CGL's links with local recovery groups / mutual aid groups.
3.6	Ensure the timely and accurate collection, recording and reporting of specified data.
3.7	Assess suitability for groups in terms of risk and special needs.
3.8	Carry out risk assessments and risk management.
3.9	Triage assessment and onward referral to a range of treatment/community support agencies**.**
3.10	Work with prescribing clinicians to support substitute prescribing regimes to improve social functioning.

3.11	To be creative and innovative so that the post best meets the needs of the service user, promoting access in to treatment, and continued engagement with underrepresented communities.
3.12	Ensure that all aspects of confidentiality are adhered to and that consent to share information is a key element to building trusting therapeutic alliances.
3.13	Help individuals to develop recovery resources and access peer and mutual support groups to develop their own recovery capital.
3.14	Work and liaise with other agencies involved with the service user's broader care plan including health services, hospitals and GPs.
3.15	To support the smooth running of the service, by contributing to tasks such as reception, duty cover, and clinical duties on an ad hoc basis.
3.16	Provide health education especially in regard to harm minimisation, blood borne viruses and overdose prevention.
3.17	To assist and carry out appropriate screening processes including DBST, urine and saliva tests, after completion of appropriate training or demonstration of relevant experience.
3.18	To carry out key harm reduction strategies such as running of the Needle Exchange and distribution of Naloxone, after completion of appropriate training or demonstration of relevant experience.
4	**CGL's commitment to you**
CGL works within the following framework and requires all employees to do the same.	
4.1	<u>Equal Opportunities</u> CGL are committed to creating an inclusive environment, which celebrates difference and allows our staff and service users to flourish. CGL are committed to promoting and ensuring anti discriminatory practices through our organisational values, policies and procedures, which we expect all staff to promote and adhere to. CGL expect all staff to challenge prejudice and discrimination, to support staff with this we offer robust supervision alongside training and development opportunities to continually improve equality, diversity and inclusion practises.
4.2	<u>Vision</u> CGL enables people to make the positive changes necessary to lead independent and purposeful lives and create safer, healthier communities.

4.3	Career Development and Progression CGL is committed to providing its staff with opportunities for personal and professional development. We provide an internal training and development programme and aim to keep all our people up to date with new legislation and trends in social care work, with specialist training provided as required. Where appropriate, staff undertake external training courses in line with their development needs.
4.4	Safeguarding CGL are committed to ensuring the safeguarding and wellbeing of children and adults at risk, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.
5	**Your commitment to CGL**
5.1	CGL Vision and Values Promoting and understanding the values and vision if CGL. To understand what it means to you in your respective role, to your team and to service delivery.
5.2	Children and adults at risk Demonstrating an understanding of and commitment to best safeguarding practice, making awareness of documentation and referral pathways at your service a priority and taking immediate and appropriate action as necessary.
5.3	Boundaries and behaviours Observing professional integrity in relationships with service users, peers and other relevant professionals.
5.4	Health & Safety Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work.
5.5	Equality, Diversity and Inclusion Being committed to helping to build an organisation that respects and values the diversity of all staff, making our services accessible and inclusive, regardless of an individual's protected characteristic (age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation) recovery status or offending background.
5.6	Confidentiality Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.

5.7	<u>Information Governance</u> Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.
5.8	<u>Continuous Professional and Personal Development</u> Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.
The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of CGL. Any change will be made after a proper period of consultation.	
This post is subject to a Disclosure and Barring Service check at an enhanced level. (Applies to all roles where regulated activity is undertaken.)	
Staff will need to work flexibly across operational sites as required and to work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. This may involve evening and weekend working.	

CGL's Competencies:

CGL's Competency Framework articulates underlying characteristics that all staff are required to demonstrate and can be used for identifying strengths, development opportunities and performance management.

There are 5 main skills-based competencies and a set of behavioural competencies that underpin them:

- Protecting People
- Ways of Working
- Team and partnership Working
- Empowering Service Users
- Behaviours and values

The CGL Skills- based competencies reflect the requirements of the National Occupational Standards (NOS) that form the mandatory units of the Level 3 Diploma in Health and Social Care

Newly appointed staff who do not hold the Care Certificate will be expected to complete the CGL Induction Modules, within a specific time frame from their start date. Newly appointed staff who hold the Care Certificate will be expected to complete the CGL 3 Mandatory Induction Modules.

All CGL Induction Modules are available for staff to use to update, refresh and review their competence, and are available from the Learning and Development Team.

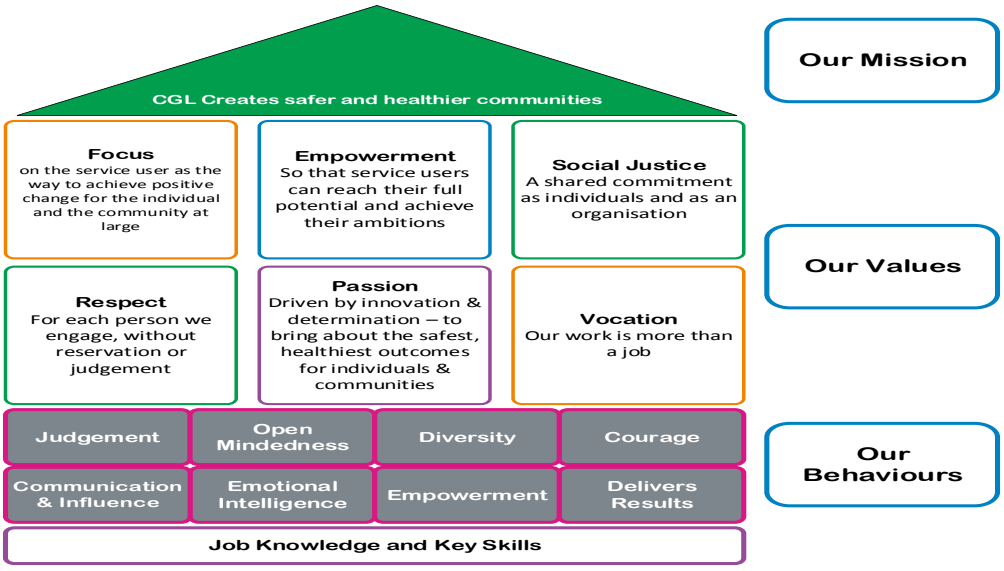
The CGL Induction Modules are referenced to the Care Certificate Standards

The Care Certificate was developed, as part of the Cavendish Review, jointly by Skills for Care, Health Education England and Skillls for Health. It:

- applies across health and social care;
- links to National Occupational Standards and units in qualifications;
- covers what is required to be caring, giving workers a good basis from which they can further develop their knowledge and skills.

More information on the Care Certificate is available on the Skills for Care Website.

How Competencies fit into the Organisation



Person specification		
Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E). **Please note** - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.		
1	**Education, knowledge and experience**	
1.1	Excellent understanding of drug and alcohol issues and experience of working within a related field.	E
1.2	A commitment to multi-agency working and establishing partnerships with other professions to achieve good outcomes for the service user group, e.g. mental health services, criminal justice agencies, community groups, etc.	E
1.3	Accomplished written and verbal communication skills and a high degree of personal IT competency. The ability to accurately update and maintain records in a timely fashion and to work to deadlines for the submission of information, e.g. reports.	E
1.4	Excellent time management skills, and an ability to work on own initiative, prioritising accordingly.	E
1.5	Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E
1.6	Good working knowledge of mental health interventions, services and good practice.	D
1.7	Experience of working in an outcomes-focussed environment.	E
2	**Abilities and skills**	
2.1	Ability to manage change successfully in a way that prioritises the needs of service users.	E
2.2	Ability to liaise and work in partnership with a wide range of professionals and agencies.	E
2.3	Ability to communicate complex information to individuals and groups in a way that is easily understood.	E
2.4	Effective interpersonal skills with the ability to engage successfully with internal and external stakeholders at all levels.	E
2.5	The ability to work collaboratively with others (internally and externally).	E

3	**Working within CGL's framework of commitments to employees**	
3.1	A commitment to engaging with, understanding and promoting CGL's values and vision.	E
3.2	An understanding of and commitment to safeguarding best practice.	E
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E
3.5	An understanding of and commitment to Equality, Diversity and Inclusion best practice with a particular focus on engagement with hard to reach and marginalised service users.	E
3.6	An understanding of and commitment to treating all information acquired through the course of your employment as confidential, both during and after employment ends.	E
3.7	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E
3.8	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E

			Authors		
	Version number	*Date*	Initials	Initials	Year
	1.3	January	KF		2016
	2.0	March (update to CGL)	KF		2016

Our mission is to help people change the direction of their lives, grow as a person and live life to its full potential.