Recovery Practitioner

(Salary as advertised)

| **Romford, Havering** | **37.5 hours per week** | **Permanent** |

1. Main purpose of the role

Recovery Practitioners will work as a key part of the intake team, they will coordinate assessment, risk management and service user transition between hubs. In addition, they will have strong relationships with satellite services, and primary care providers ensuring a smooth pathway into and out of the ISMS. Recovery practitioners will provide case management, develop initial care plans with service users and will ensure all service users coming into treatment have a TOP start and a Wellbeing and Recovery Plan. They will also attend clinical reviews and are pivotal in the coordination all the elements of an individual's treatment

Recovery Practitioners will take a lead in delivering all one to one therapeutic and group work activity across the Treatment Hub including Progress to Recovery structured group work activities, low threshold wellbeing and harm reduction groups and the stimulant, alcohol and crack specific programmes, as well as other group work in response to local need and NOVA, Peer mentoring and parenting accredited programmes. They will also provide one to one support and key-working interventions to NICE best practice standards utilising ITEP methodologies.

Recovery Practitioners will have specialist roles within the ISMS including:

- CJ and Outreach *
- Dual Diagnosis
- Women's Specialist/Domestic Abuse/ Sex Work
- BME Lead
- LGBT Lead
- MSM Lead
- NPS Lead
- Older Adults Lead
- Hospital Liaison
- Transitional Ages Lead
- Housing Specialist
- Benefits and Debt Specialist

* Outreach Practitioners will take a lead in supporting and engaging service users seeking to engage through satellite services, and those who are vulnerable or at risk within the community. They will provide a coordinated outreach response, to target service users who are not sustaining treatment engagement. Outreach Practitioners will be wholly integrated across the treatment hubs, and will implement reengagement strategies for all CJ and non-CJ service users, including leads within Night Time Economy, IOM, Court and Police liaison, Prison Link, DRR/ATR coordination, Community Safety

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to:** Team Leader
- ▶ **Line manages**: Not Applicable

```
┌─────────────────┐
│   Team Leader   │
└─────────────────┘
        │
┌─────────────────┐
│ Recovery        │
│ Practitioner    │
└─────────────────┘
```

Working relationships:

- ▶ Peers
- ▶ Service Users
- ▶ All other internal and external stakeholders

Team Leader · Service Users · Peer Mentors · Prescribers and clinicians · Family and Carers · Other Stake Holders · **Recovery Prac.**

3. Role-specific responsibilities

3.1 **To deliver value by:**

- ▶ Providing the service's key activities: assessment, implementation, monitoring and review of Wellbeing Recovery Action Plans.
- ▶ Supporting a caseload of adults with substance misuse problems, monitoring and reviewing their Wellbeing Recovery Action Plans.
- ▶ Building and developing service users' personal strengths, social networks and recovery capital (social, physical, human and cultural).

		▶ Effectively and proactively signposting service users into a range of health and social care services that support their recovery. ▶ Providing a range of flexible and effective psychosocial interventions including: Road to Recovery Day Programme, Alcohol CBT Programme, ROOTS offending intervention, and other evidence based interventions
	3.2	**To ensure safety by:** ▶ Recording all documentation and case-notes to a high standard and within required time frames. ▶ Supporting information sharing and shared processes between all Hubs to affect a safe, seamless and successful treatment journey ▶ To work collaboratively and proactively with peers from, to ensure that services are fully co-ordinated and risk and safeguarding concerns are appropriately monitored and actioned
	3.3	**To Increase Effectiveness by:** ▶ Managing performance at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes ▶ Actively engaging in opportunities for learning and development at an individual and team level, including attendance at all statutory and mandatory training ▶ Working to operational management systems of supervision, appraisal and induction. ▶ Working collaboratively, creatively and flexibly to develop recovery outcomes across the partnership ▶ Developing competencies to effectively deliver a range of psychosocial and other interventions undertaking training matched to the role as required ▶ Working to data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and service user information
	3.4	**To Enhance Service User Experience by:** ▶ Contributing to the continuous improvement of quality and performance of all recovery interventions and service user interactions ▶ Presenting a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of the ISMS ▶ Ensuring that all visitors to the service (including service users, families/carers, professionals and the general public) are welcomed in a responsive, helpful and professional manner ▶ Ensuring service users' and professionals' experience of the ISMS is positive ▶ Challenging and reporting inappropriate behaviour by staff, volunteers or service users.
	3.5	**Contributing to the promotion and success of the Capital Card® scheme**

	▶ Follow the process for enrolling all consenting service users onto scheme and rewarding points for appropriate interventions ▶ Actively promote the scheme, the Companion App and local spend partner opportunities to service users at every opportunity Attend relevant training as required
3.6	**General accountabilities** ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
4.	**WDP's commitment to you**
	WDP works within the following framework and requires all employees to do the same.
4.1	<u>Equal Opportunities</u> WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.
4.2	<u>Recovery</u> WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.
4.3	<u>Career Development and Progression</u> At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.
4.4	<u>Safeguarding</u> WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.

www.wdp.org.uk

4.5	Care Quality Commission (CQC)
	Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.

5. Your commitment to WDP

5.1	WDP Vision, Mission and Values
	Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.
5.2	Vulnerable children and adults
	Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.
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, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.
5.5	Confidentiality
	Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.
5.6	Information Governance
	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.
5.7	Continuous Professional and Personal Development

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 WDP.

Person specification	E/D	Measured by
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 drug and alcohol service delivery.	E	A/I
1.2 Willingness and ability to complete required professional training and qualifications where appropriate	E	A/I
1.3 Experience of delivering psychosocial interventions such as motivational techniques, relapse prevention and ITEP maps etc.	E	A/I
1.4 Understanding and knowledge of delivering group work interventions.	E	A/I
1.5 A commitment to establishing partnerships with other professions to achieve good outcomes for the client group. E.g. mental health services, criminal justice agencies, community groups.	E	A/I
1.6 A proven commitment to anti-discriminatory practices and an understanding of Equal Opportunities Policy and Practice.	E	A/I
2. **Abilities and skills**		
2.1 Accomplished written and verbal communication skills. The ability to accurately record statistics for data purposes and to work to deadlines for the submission of information e.g. reports	E	A/I

2.2	Ability to work with clients at different stages of behaviour change and make appropriate assessment of need.	E	A/I
2.3	Experience of conducting assessments and developing, implementing and optimising recovery care plans.	E	A/I
2.4	Excellent time management skills, ability to work on own initiative, prioritising accordingly.	E	A/I
2.5	Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E	A/I
2.6	Ability to manage change successfully in a way that prioritises the needs of service users.	E	A/I
3.	**Working within WDP's framework of commitments to employees**		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	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	A/I
4.	**Key competencies**		
4.1	As defined within WDP's key competencies framework for practitioners	E	A/I
5.	**Equality, diversity, vision, mission and values**		

5.1	An empathy for and understanding of our mission, vision and values.	E	A/I
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
6.	**Circumstances**		
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
6.2	A flexible approach to workload.	E	A/I

			Authors		
	Version number	Date	Initials	Initials	Initials
	1.0	30/06/15	RL		
	1.1	21/08/15	RP		