

Recovery Practitioner

(Salary as advertised)

Merton

37.5 hours per week

Fixed Term

1. Main purpose of the role

The post-holder will be an experienced recovery practitioner who holds high standards of care at the core of what they do. They will develop and embed best standards of psychosocial care for residents of the London Borough of Merton who are accessing treatment for substance misuse and dependency.

The post holder will have experience of case management of a mixed caseload, including service users with alcohol dependency and referring to Tier 4 detox and rehab providers. Their role encompasses:

- ▶ Intake and assessment
- ▶ Re-engagement
- ▶ Risk management
- ▶ Supporting clinical reviews with doctors/NMP
- ▶ Treatment planning
- ▶ Supporting service users to achieve their goals through evidence-based one-to-one and group interventions.
- ▶ Promote and facilitate service users to benefit from WDP's award-winning Capital Card scheme, and Recovery in Action ETE programme.
- ▶ Harm reduction interventions, including brief advice, needle exchange, Naloxone, safe storage.
- ▶ Offering and encouraging uptake of BBV interventions, including providing dry blood spot tests.
- ▶ Liaising appropriately and regularly with other professionals, including GPs and child and adult services.
- ▶ Making appropriate referrals and signposting to other community-based services and support.
- ▶ Taking an active role in shaping and developing the service to be an example of best practice in substance misuse treatment providers.

Recovery practitioners can also develop their skills and experience through assuming Lead roles within the service such as BME Lead, LGBT Lead, and Older Adults and End of Life Lead.

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to:** Team Leader.
- ▶ **Lina Manages:** Not applicable



Working relationships:

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



3. Role-specific responsibilities

3.1 To deliver value by:

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

	<ul style="list-style-type: none"> ▶ 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: ITEP, workbooks, alcohol harm reduction, preparation for detox, post-detox, Moving Forward aftercare programme, and other evidence-based interventions
3.2	<p>To ensure safety by:</p> <ul style="list-style-type: none"> ▶ Recording all documentation and case-notes to a high standard and within required time frames. ▶ Following WDP’s safeguarding policies and SOPs ▶ Evaluating, recording and taking actions to manage risk. ▶ Championing harm minimisation interventions and offering them to all service users.
3.3	<p>To Increase Effectiveness by:</p> <ul style="list-style-type: none"> ▶ 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. ▶ 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	<p>To Enhance Service User Experience by:</p> <ul style="list-style-type: none"> ▶ 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 always to uphold the good reputation of WDP and the Merton service. ▶ Ensuring that all visitors to the service are welcomed in a responsive, helpful and professional manner ▶ Ensuring service users’ and professionals’ experience of the service is positive ▶ Challenging and reporting inappropriate behaviour by staff, volunteers or service users.
3.5	<p>Contributing to the promotion and success of the Capital Card® scheme</p> <ul style="list-style-type: none"> ▶ 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
3.6	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ 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

	<ul style="list-style-type: none"> ▶ 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.
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4. WDP's commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	<p><u>Equal Opportunities</u></p> <p>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.</p>
4.2	<p><u>Recovery</u></p> <p>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.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>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.</p>
4.4	<p><u>Safeguarding</u></p> <p>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.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>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.</p>

5. Your commitment to WDP

5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>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.</p>
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5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>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.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>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.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>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.</p>
<p><i>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.</i></p>	

Person specification		E/D	Measured by
<p>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).</p> <p>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.</p>			
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		