

# Recovery Worker

| Title                                  | Recovery Worker                                                                                                                     |
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| Directorate                            | Operations                                                                                                                          |
| Reports to                             | Team Leader                                                                                                                         |
| Responsible for                        | n/a                                                                                                                                 |
| Key relationships                      | Internal: Recovery Workers, Service Administrators, Team Leaders, Volunteers, Recovery Champions<br>External: Clients, Stakeholders |
| Level of employment safeguarding check | Enhanced DBS (Adults & Child Barred) or PVG                                                                                         |
| Pay Grade                              | Core Band D                                                                                                                         |
| Date evaluated/reference               | Pre 2019/358                                                                                                                        |

## Job Purpose

- To safeguard and protect the children, young people and adults that we work with by adhering closely to WithYou's policies and procedures at all times and sharing any concerns immediately.
- To provide support, information and advice to individuals in relation to substance misuse and area of specialism, as appropriate.
- To improve access to appropriate services for clients with substance misuse issues.
- To communicate the organisation's vision and deliver its mission, corporate strategy and business plans.

## Main responsibilities / duties

### Service Delivery

- Deliver continuity of care through effective partnership working, care coordination, delivery of interventions and key work responsibilities.
- Support the day to day operation of services through the delivery of appropriate evidence based interventions.
- Manage an active caseload providing structured brief interventions and/or other psychosocial and pharmacotherapy interventions in compliance with our delivery model.
- Assist in the delivery of an integrated service through the provision of assessment, recovery planning, appropriate referral, support, care coordination and interventions (e.g. psychosocial, pharmacotherapy, harm reduction).
- Assess clients, carrying out triage and comprehensive assessment as required and making appropriate onward referrals to specialist agencies.
- Co-produce, monitor and review recovery care plans within and between services to ensure clients' needs are met.
- Assess and manage risk ensuring a safe and appropriate environment for all through active risk prevention
- Develop and disseminate substance misuse information and give advice on health & social well being in both groups and one to one settings.
- Screen for substance use in line with organisational guidelines and taking appropriate follow up actions.
- Screen for Blood borne viruses (BBV), with the aim to prevent/control the onward spread of infection whilst supporting vulnerable clients, following organisational policy.
- Support colleagues, volunteers, recovery champions and casual workers providing advice and guidance, as appropriate, ensuring care standards are maintained and clients receive the most appropriate care. This includes supervision of volunteer, recovery champion and student/trainee duties.

## Information Governance

- Record and maintain client statistics, data and case notes using the electronic client management systems in accordance with WithYou policy.
- Work with colleagues in other teams to ensure that best practice is shared and knowledge and management information is available to the teams and the wider organisation to ensure services meet required standards, are evidence-based, demonstrate impact and can effectively share learning.

## Client Engagement

- Champion of designated specialism (e.g. Young People Services, Criminal Justice, Hospital Liaison)
- Interaction with groups or individuals about their recovery using recognised methods and models.
- Act as a champion for WithYou and local partnerships at all times internally and externally, modelling appropriate behaviours.
- Engage with staff, volunteers, clients and carers using personal visibility and accessibility.
- Develop and/or build strong and positive relationships with key stakeholders to ensure continuity of service.

## General responsibilities

- **Confidentiality:** Ensure confidentiality at all times, only releasing confidential or personalised information externally with consent from a line manager.
- **Data Protection Act:** Comply with the requirements of the Data Protection Act and amendments to ensure integrity and security of our information.

- **Safeguarding:** Remain vigilant at all times to any safeguarding concerns within the day to day performance of your job role, sharing and learning from these experiences to ensure our statutory and organisational responsibilities are met in respect of safeguarding children & vulnerable adults.
- **Conflict of interest:** Declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with WithYou.
- **Equal Opportunities and Diversity:** Ensure that all clients, partners, carers, and colleagues in WithYou and partner organisations are treated as individuals within our Diversity and Equality framework.
- **Health and Safety:** Compliance at all times with the requirements of the Health and Safety regulations and WithYou's Health and Safety Policy and Procedures, ensuring reasonable care is taken with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- **Quality Assurance:** To ensure all activities are delivered in a way that supports and maintains WithYou's registration with the Care Quality Commission and appropriate agencies in the devolved administrations (England) and with the Care Inspectorate, Scottish Social Services Council and appropriate agencies (Scotland).
- **Any Other duties:** To undertake any other duties that are reasonable and are commensurate with the role as directed by the relevant Director in line with the changing needs of the service and/or legal requirements.
- **Self-development:** Ensure you take responsibility for development and keep learning in your role.

## Personal specification

|                            | Essential criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Desirable criteria |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Education / qualifications | <p>Evidence of continual professional development</p> <p>OCN/NVQ Level 3 or equivalent or willing to achieve this within 12 months</p>                                                                                                                                                                                                                                                                                                                                     |                    |
| Experience / Knowledge     | <p>Demonstrable experience of working in the health, social care, criminal justice or other specialist setting</p> <p>Successful track record of working with substance misuse clients</p> <p>Knowledge and understanding of health &amp; safety, including assessing high risk situations for clients</p> <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>• Group working</li> <li>• Assessment, care planning &amp; key working</li> </ul> |                    |

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                     |
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|                      | <ul style="list-style-type: none"> <li>• Issues affecting substance misusers</li> <li>• Rehabilitation</li> <li>• Solution focussed brief therapy and/or motivational interviewing</li> </ul>                                                                                                                                                                                                                                   |                     |
| Skills and abilities | <p>Ability to build effective relationships with a range of internal and external stakeholders</p> <p>Ability to work effectively as a team player</p> <p>Resilient</p> <p>Ability to prioritise and work under pressure</p> <p>Good written and oral communication skills</p> <p>IT skills including Google Suite, Word, Outlook, Excel, Powerpoint and digital media</p> <p>Organised an excellent time management skills</p> | Google Suite skills |

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| Personal circumstances | <p>Able to meet WithYou's safeguarding requirements of a satisfactory enhanced DBS/PVG certificate</p> <p>Ability to work flexible and unsocial hours as required</p> <p>Able to visit other locations from time to time in order to deliver the services required</p> <p>Commitment to the organisation's Guiding Principles and Behaviours</p> |  |
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