

JOB DESCRIPTION

JOB IDENTIFICATION	
Job Title	Recovery Coordinator – Change / Inspire
Reports To	Team Leader – Recovery Co-ordination
Location	Newcastle
Hours	35 hours Fixed Term Contract covering maternity leave until July 2017
Salary	NJC 20-29 (£19,048– £25,440)
Date Updated	September 2016

JOB PURPOSE
<ul style="list-style-type: none"> To provide care co-ordination services to service users within the Newcastle Psychosocial, Recovery Support and Care Coordination Service. To ensure that the service's care coordination services are integrated fully with Northumbria, Tyne and Wear NHS Foundation Trust's clinical provision and delivered to a high standard. To delivery targeted, goal orientated interventions/support to service users with low complexity and high recovery capital in accordance with the 'Inspire' and 'Change' Model. To deliver interventions/support predominantly to clients with complex needs cohort. To coordinate care across multiple systems including wider health and social care. To deliver services that support service users to achieve recovery goals, positive outcomes, maximising engagement and retention through to planned discharge and community re-integration. To provide a range of effective Psycho-social interventions in both a 1:1 and group setting to support individuals' pre, during and post-treatment needs focused on achieving sustainable recovery and integration To proactively engage and support service users' families and carers within service users' recovery and treatment plans To work effectively and flexibly with wider service teams such as Prevention and Early Intervention, Clinical Service, Reducing Reoffending Team and Recovery Support Team, to ensure that high standards of performance are maintained. To work within a strengths-based, recovery-orientated, change and outcomes focused approach which promotes service users and communities as responsible co-producers of health, well-being and recovery

ORGANISATIONAL POSITION
<ul style="list-style-type: none"> See attached information pack.

MAIN DUTIES AND RESPONSIBILITIES
<p>Service provision:</p> <ul style="list-style-type: none"> To care coordinate a caseload of complex clients across a range of multiple systems including the substance misuse treatment system, as well as wider health, social care and criminal justice systems. To provide case management to care coordinated clients including monitoring and reviewing recovery and treatment plans, focusing on therapeutic needs and achievement of recovery goals. To support service users to access the full range of provision within the treatment system; maximising benefits and recovery capital accrual towards sustained recovery and community re-integration. To deliver the support activities and interventions alongside external agencies, peers and volunteers

- To identify and support access to community resources to support recovery within the community.
- To work closely with all teams across the Newcastle Integrated Psychosocial, Recovery Support and Care Coordination Service to ensure service users' effective access to relevant recovery support interventions, in accordance with agreed recovery and re-integration plans, and to provide information exchange on individuals' attendance and progress.
- To build and develop service users' personal strengths, social networks and recovery capital (social, physical, human and cultural).
- To support service users to prepare for community detoxification, liaising closely with the Northumbria Tyne and Wear NHS Foundation Trust Clinical Team, delivering wrap-around and reintegration support, providing core psychosocial interventions during detoxification and relapse prevention following detoxification.
- To effectively and proactively signpost service users into a range of health and social care services that support their recovery.
- To record all documentation and case-notes to a high standard and within required time frames.
- To support systems and structures that are responsive to the needs of individuals with different levels of risk, complexity, severity, and strengths.
- To provide a range of flexible and effective psychosocial interventions (standard, enhanced and targeted) relevant at the change and completion stages in line with national guidance.
- To ensure that service users maintain regular health checks including BBV and tuberculosis screening.
- To fully inform service users about their recovery/treatment options, involve them in decisions about their treatment, obtain their informed consent for information sharing, and encourage them to take opportunities to achieve a sustained recovery.
- To support 'visible recovery' within the service, promoting eventual exit from treatment to service users, working with dedicated recovery individuals and information.
- Where appropriate, to develop a specialism in supporting service users with specific needs relating to gender, age, sexual orientation or ethnicity.
- To work collaboratively and proactively with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of recovery goals and positive outcomes for each individual client.
- To attend/lead case conferences and other external client-related meetings where appropriate.
- To co-ordinate closely with community provision to ensure access to on-going community based support interventions and to establish and transfer community re-integration plans at treatment exit stage.
- To support information sharing and shared processes between the wider County Durham Team to effect a safe, seamless and successful treatment journey.
- To work collaboratively and proactively with other members of staff, volunteers and peer mentors, to ensure that services are fully co-ordinated and are working collectively towards the achievement of recovery goals and positive outcomes for each individual client.

Performance and personal management:

- To work flexibly to provide adequate cover for all aspects of the service.
- To work alongside and provide support and supervision to volunteers and peer mentors as required.
- To work within, and contribute positively to, an appropriate culture of established values and expectations, embracing and implementing change.
- To be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress.
- To actively engage in opportunities for learning and development at an individual and team level.
- To comply with operational management systems of supervision, objectives, appraisal and induction.
- To work collaboratively, creatively and flexibly, to empower, challenge and change service users.
- To develop competencies to effectively deliver a range of psychosocial and other interventions required, undertaking training matched to the role as required.
- To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and service user information, including identifying areas of non-engagement.
- To adhere to the implementation of risk management procedures (including child and adult safeguarding protocols) taking personal responsibility for keeping up to date on the requirements of these procedures.
- To contribute to the continuous improvement of quality and performance of recovery coordination interventions.

Service development:

- To take a lead in specific targeted service developments as required.
- To form productive working relationships with external agencies and professionals, existing and new, to ensure that service users have access to a wide range of recovery and community resources.
- To provide service users with on-going opportunities to consult on service development, working jointly to develop and deliver services, as appropriate, under the direction of management.
- To contribute to the sustainability of Lifeline's growth through the delivery of best practice and quality services and achieving targets and lasting outcomes for its beneficiaries.
- To ensure an appropriate level of strategic awareness at industry, local, organisational and service levels.

GENERAL DUTIES

- To personify a positive, collaborative and recovery-focused work ethic.
- To present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Lifeline Project.
- To ensure 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.
- To ensure service users' and professionals' experience of Lifeline is positive including by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users.
- To attend meetings at appointed times, maintain professional personnel and service user records and meet deadlines.
- To work flexibly across the whole service, including providing duty, late working and weekend cover as required.
- To proactively maintain professional knowledge and practice and attend, use and contribute to supervision and team meetings effectively.
- To assess risk and safeguarding issues, undertake risk and need assessments when appropriate and report any potential risk and safeguarding issues to ensure staff, service users and children are protected.
- To work within professional boundaries maintaining safety and appropriate confidentiality at all times.
- To contribute to organisational initiatives as required.
- To demonstrate commitment to Lifeline's statements of Mission, Vision and Values and strategy, ensuring that they inform, and are embedded within, service delivery and practice.
- To read and comply with all published Lifeline policies and procedures, at the start of your employment and again whenever they are added to or changed, as available on the Lifeline staff website.
- To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.

To carry out responsibilities with clear regard to Lifeline's Equal Opportunities, Health and Safety, and other relevant employee focused policies and procedures.

JOB DESCRIPTION AGREEMENT

This is an outline job description and may be subject to change according to the needs of the job, in consultation with the post holder.

Job Holder's Signature		Date
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Post Holder's Signature		Date
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Person Specification – Recovery Coordinator Inspire / Change

All criteria are Essential unless otherwise indicated

Experience (through paid or voluntary work)

- Experience in providing a range of evidence-based treatment interventions to substance misusers in a community-based and/or criminal justice setting.
- Experience of using recognised psychosocial techniques in the treatment of substance misuse.
- Experience or an understanding of providing interventions that support individuals to develop their personal strengths.
- Experience of initial assessment, care planning and risk management plans
- Experience of key working service users with complex needs through their entire journey from assessment to recovery
- Experience of care co-ordinating a high caseload (50+)
- Experience of delivering structured group work.
- Experience of Psycho-social intervention delivery including use of MI, MET, ITEP and Intro to CBT

Knowledge

- An in-depth understanding and knowledge of the harmful effects associated with drug misuse in relation to health, social welfare, housing, employability and personal relationships.
- An understanding/awareness of current national policies on substance misuse and the strategies that influence the priorities of treatment services.
- An in-depth knowledge and understanding of the treatments and interventions available to substance misusers
- A knowledge and understanding of policies related to the safeguarding of children and vulnerable adults and how these influence practice.
- An understanding of models of recovery, and the role of the community in supporting recovery.
- Knowledge of initial assessment and the cycle of change.
- In depth knowledge of Psycho-social intervention delivery including use of MI, MET, ITEP and Intro to CBT
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Education and Training

- NVQ level 3 in Health and Social Care, and/or equivalent professional qualification (e.g. Health Care, Nursing, Social Work, equivalent overseas qualification).

Skills and abilities

- The ability to quickly establish rapport with service users and to use assertive techniques to engage them in treatment.
- The ability to undertake accurate and comprehensive assessments of need, identifying levels of risk, recovery potential and to establish immediate and longer term recovery goals.
- Ability to implement recovery-focused treatment plans that demonstrate a detailed knowledge of a range of resources to facilitate progress towards recovery goals.
- Ability to use a range of psychosocial techniques and approaches and to deliver programmes of structured and non-structured interventions which are effective in facilitating progress towards recovery-focused goals.
- Ability to organise, coordinate and prioritise caseloads.
- Ability to produce written reports to a standard that is acceptable to a range of audiences (internal and external).
- Ability to maintain accurate and detailed case records within given deadlines.
- Ability to use data management systems for the effective recording of performance and service user data.
- Flexibility of approach to problem solving and goal achievement that demonstrates an ability to use a range of treatment and recovery-enhancing resources.
- Commitment to working collaboratively with co-workers, colleagues in other agencies, and external services to facilitate positive recovery outcomes for service users.

- Commitment to sharing knowledge, expertise and learning with colleagues (co-workers, volunteers, other professionals) in order to improve standards of practice within the service and the wider treatment environment.
- Commitment to continuous improvement in professional competence and skills in order to provide a high standard of recovery-focused care to service users.

Additional Factors

- A commitment to equality of opportunity and anti-discriminatory practice that is reflected in professional relationships with service users, colleagues and the general public.
- A desire to work within, and contribute to, a culture that is positive, dynamic, forward thinking and outcomes-focused.
- A non-judgmental attitude towards people affected by substance use.