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| **Position Title** | **Recovery Navigator** | **Reports to** | **Recovery Support Team Leader** |
| **Region:**  Various positions availble across England and Wales | | | |

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| Introduction Forward Trust |

We are The Forward Trust, the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 30 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

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| Role/ Team Overview |

The Recovery Navigator role sits within the Recovery Directorate and forms a part of the Recovery Support Team, utilising all of the resources it has to offer. This post will support Forward Trust service users who are committed and engaged in a recovery pathway, including those with complex needs to transition, thrive and settle back into the community.

The team focuses on a person centred approach enabling service users to sustain and maintain their recovery and fulfil their best potential. We aim to work in partnership with many agencies giving them the opportunity to offer their services to our service users, ensuring that every client has access to holistic and multidisciplinary service that meets their individual needs.

Recovery Navigators will be multi-skilled to provide support and a range of interventions across all complexity levels and be able to work across Forward Trust services, providing flexibility and resilience against changing demand.

The role will also deliver services which enhance access to treatment as well as providing additional support and guidance meeting the needs of people whose substance use disorders often co-occur alongside other complex needs.

Recovery Navigators will also play an active role in facilitating and delivering Forward Trusts online day programme.

Formal Line Management support will be given on a quarterly basis however, the expectation is that there will be regular and open dialogue with your Manager between sessions to clarify any points.

You will be responsible for adhering to the targets set by Forward and your line management. Co-operative working relationships with partner agencies and other internal staff are vital to this role.

Some degree of flexibility is required to support ‘out of office’ hours and the continuity of service delivery.

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| Accountabilities |

* To provide a comprehensive, inclusive and bespoke Recovery Support Service, including advice and guidance to Forward Trust clients.
* Conducting robust needs assessments to ensure service user needs are identified and a bespoke supportive plan is created with the service user at the centre, including signposting to other internal and external services.
* You will ensure that a holistic service is delivered safely to our clients in line with individual and team targets outlined by the Team Leader.
* Support with the organisation and smooth running of events and Forward reunions– whether social events, fundraising events or celebratory events.
* Support the team with the delivery of Recovery Support services including 1:1 casework and group work.
* Work with the communications team to research and write copy, new stories and case studies for both internal and external audiences, such as newsletters, website articles, blogs and press releases.
* Promotion of the Forward Connect network and it’s interventions to SU’s, staff and relevant local external agencies such as supported housing projects.
* Working with the Communications team, you will assist with the design and editing our client magazine, The Journey.
* Conduct research to support new projects and activities within Forward Connect.
* Develop links with relevant agencies including residential rehabs, supported housing / housing providers, and other local organisations offering volunteering opportunities.
* Available to facilitate Forward Connect meetings as and when required to a good standard.
* Develop skills in the collection and recording of data for audit, research and reporting purposes.
* Keep databases up to date and accurate and managed in accordance with Data Protection Principles and Law.
* Take on other tasks and responsibilities as deemed appropriate by the Line Manager.
* Participate and contribute in key meetings such as team meetings and multi-disciplinary reviews, sharing information appropriately.
* Facilitate/ delivery any interventions or structured programmes that fall within the Recovery Directorate.

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| Service Delivery |

* Carry out assessments risk/initial/comprehensive assessments to inform the service users treatment journey.
* Carry out interventions relevant to individual client needs, including regular 1:1 sessions and group work/programme facilitation.
* Documenting the outcome of the assessment with recommendations, on-going referrals, risk assessment and care planning.
* Promotion of the Recovery Support service to service users and staff through regular visits and interactions with Forward services.
* Supporting with the design and implementation and delivery of workshops and e-learning to support service users with their recovery journey and transition into the community (if in custody).
* Supporting with the production and distribution of a service user lead magazine called The Journey.
* Supporting with the promotion of Forward Connect interventions and activities to service users via liaison with the Forward Connect Coordinator, including supporting with the organisation of Forward reunions.
* Liaise with appropriate government bodies including, but not limited to, probation, DWP etc.
* Liaising with substance misuse workers across the Forward Trust to support service users who are in need of ongoing support once released from custody or Forward community service settings.
* Being responsible for preparing benefits forms as well as other appropriate forms required for accessing support.
* Signpost and refer service users to other internal and external agencies such as probation, housing, residential rehab, family support etc to support their recovery pathway and development.
* Connecting service users with lived experience peer mentors as and when required.
* Supporting substance misuse workers in Forward services to ensure Fellowship meetings are running and appropriate literature is distributed to maintain a recovery environment.
* Supporting peer supporters and peer mentors in Forward services to maintain a recovery environment: including regular group meetings.
* Supporting the training of peer supporters and peer mentors, including supporting to achieve agreed mentoring qualification/s.
* Manage, supervise and support the development of any Recovery Support team peer mentors and volunteers.
* Coordinate and facilitate Meet and Greet requests from Forward services as and when required.
* You will be required to be familiar with Service Level Agreements with both internal and external stakeholders which will inform the working practices.
* Working closely with your colleagues you will discuss and share best practice and fully engage with risk assessment processes to deliver a high quality service safely.

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| Performance Management |

* Meet targets and deadlines agreed with line management and in accordance with work plans and departmental standards.
* Ensure Recovery Support interventions are facilitated to the standard required by Forward Trust and authority in accordance with any relevant manuals/framework.
* Plan and manage caseload effectively, making sure that the service user is prioritised appropriately and seen in a timely manner.
* Contribute to the day to day, overall smooth running of the service by being proactive and solution focused.
* Actively engage with regular Quarterly reviews to support your continued professional development.
* Fully engage with constructive feedback or development processes to ensure performance is managed effectively and appropriately.
* Keep up to date with changes in legislation and ensure that you refresh technical skills accordingly.
* Plan your caseload and workload effectively whilst being responsible for own time management.
* Communicate positively with clients, other staff members and stakeholders promoting good teamwork strategies.

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| Quality and Safety |

* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
* Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
* Follow all policies ensuring effective and immediate record keeping where applicable.
* Ensure any interactions pertaining to service user is documented on all records.
* Raise/report safeguarding concerns in a timely manner to statutory agencies, including alerting relevant designated safeguarding leads to any risks identified.
* Maintain all service user records in an accurate, clear, professional and legible fashion.
* Alert the Team Leader/Manager immediately to any significant risks or problems arising or observed within the services offered by Recovery Support.
* Ensure all incidences/near misses are reported via Ulysses’ system in accordance with policy.
* Ensure adherence to lone working policy and local processes.
* Abide by all The Forward Trust’s policies and procedures and encourage others to do the same.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Executive Director of Recovery and (where appropriate) the Director of Governance, in accordance with The Forward Trust’s risk management protocols.
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Keep up to date technically on all relevant matters and strive for continuous professional development.

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| Administration |

* Keep any system/databases used up to date and accurate and managed in accordance with GDPR legislation.
* Ensure that notes are made in a timely and descriptive way for all contact with clients and that they are set out in the standard form; are legible, factually accurate and detailed so that they can be relied on and referred to by colleagues.
* Ensure that clients care plans and trackers are up to date at all times.
* Keep your outlook calendar up to date so that service planning can be effectively managed.
* Support team communication to clients: including mail outs and updates.
* Produce regular reports as required and to departmental deadlines.
* Liaise with the Forward communications team and line manager to ensure that Recovery Support information is up to date.
* Ensure that people accessing our service have given consent to process their data on Recovery Support and Forward Connect databases in accordance with GDPR legislation.

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| **Role Criteria** |

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| **Criteria Requirement** | |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** | |
| **A** | **Application** |
| **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role;**

**Please address each of these points in your application.**

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| **Knowledge, Skill and Experience** | | |
| Knowledge and experience of the criminal justice sector and Recovery Agenda. | E | A/I |
| A thorough knowledge of the needs of clients who are in abstinence based recovery | E | A/I |
| Experience of assessing adults in need of support around substance misuse and maintaining abstinence based recovery | E | A/I |
| Experience of substance misuse field and/or experience of working in a related field or similar field | E | A/I/T |
| Demonstrable experience of managing high caseloads, carrying out/ completing risk/ comprehensive assessments, SMART action plans and maintaining effective case records | E | A/I |
| Experience of delivering both 1:1 and group-work interventions using motivational techniques and trauma informed approaches | E | A/I |
| Experience of working effectively with adults experiencing multiple disadvantages; unemployment, homelessness, mental ill health, substance use | E | A/i |
| The ability to set and stick to professional boundaries | E | A/I |
| Ability to work effectively with key partners in order to successfully deliver outcomes | D | A/I |
| Demonstrate the ability to organise workload , ensuring effective time management and prioritisation to meet targets | D | A/I |
| Experience of working with treatment and/or healthcare services | D | A/I |
| Understanding of, and commitment to, the principles of equal opportunity and GDPR requirements including client confidentiality | D | A/I |
| Experience of delivering both 1:1 and group-work interventions using motivational techniques and trauma informed approaches | D | A/I |
| Experience of working with treatment and/or healthcare services | E | A/I |
| The ability to set and stick to professional boundaries | E | A/I |
| Ability to work effectively with key partners in order to successfully deliver outcomes | E | I |
| Demonstrate the ability to organise workload , ensuring effective time management and prioritisation to meet targets | E | I |
| Self-driven, and ability to work within a team. |  |  |
| Understanding of, and commitment to, the principles of equal opportunity and GDPR requirements including client confidentiality | E | A/I |
| Experience in organisation of events | D | A/I |
| An understanding of the needs of clients who are in or working towards recovery | E | A/I |
| Understanding of and sensitivity to diversity and equality issues | E | A/I |
| Demonstrable experience of remote working. | E | A/I |
| Working knowledge of using Microsoft office packages, database monitoring systems and Strong skills in IT communication | E | A/I |
| Able to obtain Prison Security Clearance. | E | A/I |
| A full UK driving license and use of a car. | D | A/I |