**The Forward Trust Job Description**

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| **Position Title** | Recovery Coordinator- Tier 4 Lead | **Reports to** | Team Leader |
| **Location:** East Kent | |  |  |

# Introducing Forward Trust

We are The Forward Trust (formerly Rapt and Blue Sky), 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 25 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.

# Role/Team Overview

Working within an integrated healthcare framework to provide support to drug and alcohol users aged 18 and over (dependent on service). Services are designed to deliver Psychosocial Drug and Alcohol Interventions for Service users that are identified as having an Alcohol or drug problem.

Overseeing all aspects of T4, you will work closely with clients applying for in-patient detox and residential rehab. You will complete relevant paperwork and financial assessments, as well as taking an active role in in preparing them for admission. You will also manage and update databases and client files to ensure the process has been followed correctly. You will work closely with the admin lead to ensure that any changes to the in-patient process is promptly relayed, so that finances can be managed. Aside from this, you will develop and build relationships with all of our East Kent treatment services, as well as external rehabilitation services, identifying trends and strengths.

# Accountabilities

## Strategy

* Take an active role in the implementation and achievement of team objectives
* Build strong relationships with, and makes full use of the support offered by, Line Management and Head Office functions.

## Service Delivery

* Present cases and complete minutes at the T4 panel
* Complete all relevant paperwork
* Complete Financial Assessments
* Complete referrals to treatment centres
* Arrange client transport
* Oversee all T4 interventions
* Log admissions and discharges
* Ensure clients have post release aftercare
* Work closely with Recovery Housing and Housing Support for housing needs
* Monthly meetings with Admin Lead to update data

## Performance Management

* Meet required KPI’s to corresponding deadlines, as set out by the Service Manager.
* Plan and manage your caseload effectively, making sure that clients are prioritised appropriately and seen in a timely manner.
* Review ongoing care and treatment liaising closely with healthcare and other agencies.
* Adopt a Reflective practice and make use of supervision to identify areas of strength and personal development needs.

## Departmental Management

* Proactively approach integrated ways of working support and adopt a multidisciplinary approach.
* Meet targets and deadlines in accordance with contractual standards.
* Contribute to the overall smooth running of the service by being proactive and solution focused.

## Quality and Safety

* Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
* Alert management to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all Forward’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 Service Manager and (where appropriate) the Head of Governance, in accordance with Forward’s risk management protocols.
* Attend Regular Safeguarding Training refresher
* Reports any concerns related to Safeguarding of Adults and Children as per Forward policies and prison security.
* 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
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Carry out the second signatory process and oral swab testing in services where this is required.
* Keep up to date technically on all relevant matters and strive for continuous professional development

## Systems and Policy

* Use IT efficiently to support your role.
* Ensure you have agreed working protocols set between multi-disciplinary agencies and share information appropriately.
* Make full use of the information systems available to you such as Illy, Intranet, email.  Work towards Forward’s mission and values within current policies and good practice

## Administration

* Ensure case management documentation is maintained to the expected audit standards.
* Ensure data capture forms are submitted in a timely manner in order to reflect outcomes on NDTMS.
* Complete and maintain care plans and assessments to the required standards. Ensure that those are reviewed at regular intervals to reflect the client’s changing needs and risks  Provide reports on outcomes to the service.

## Other

 Take on other reasonable tasks and responsibilities as deemed appropriate by Line Management

# Role Criteria

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

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| **Knowledge, Skills and Experience** |  |  |
| Experience of working within the substance misuse services. | D | A/I |
| Experience of carrying out comprehensive assessments, risk management plans and the design and implementation of SMART care plans. | D | A/I |
| Experience of delivering structured interventions to service users. | D | A/I |
| Experience of facilitating groups. | D | A/I |
| Using motivational interviewing techniques in both 1:1 and group settings. | D | A/I |
| Strong IT and admin skills. | D | A/I |
| Understanding of continuity of care, holistic care needs and community services | D | A/I |
| Experience of promoting and supporting Equality and Diversity | D | A/I |
| Knowledge of the issues facing substance misusers. | D | A/I |
| Knowledge of the Recovery Agenda. | D | A/I |
| Knowledge of Safeguarding | D | A/I |
| A thorough knowledge of and commitment to the 12-step process of recovery from addiction. | D | A/I |
| Knowledge of Community support Services | D | A/I |
| Knowledge of the criminal justice sector | D | A/I |
| Previous experience of working within a community or a prison setting. | D | A/I |
| Utilising clinical supervision. | D | A/I |
| Knowledge of NHS health and wellbeing outcomes. | D | A/I |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high level use of initiative | E | A/I |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | E | A/I |
| **Adaptability** – Can work in fast-paced changing environments | E | A/I |
| **Confidence** – Has confidence in own abilities, awareness of the working environment and able to communicate clearly and concisely | E | A/I |
| **Team Work** – Works in harmony with colleagues to deliver results | E | A/I |
| **Open to Feedback** - Open to constructive feedback in order to further develop | E | A/I |
| **Innovative –** Continually searching for better ways of working | E | A/I |
| **Qualification** |  |  |
| Any qualification in substance misuse | D | A/I |