

Forward Trust Job Description

Position Title:	Recovery Housing Team Leader	Reports To:	Housing Development Manager
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Introducing Forward Trust:

We are Forward, the social enterprise that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 25 years we have been helping 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 and Team Overview:

The Recovery Housing Team Leader role sits within the Recovery Directorate and forms a part of the Recovery Operations Team. Utilising all the resources it has to offer, this post will lead the Recovery Housing Team and work alongside wider Forward Trust services and partner agencies to provide integrated tenancy sustainment for people living in Recovery Housing accommodation to enable the continuation of active recovery from addiction.

The Recovery Housing Team Leader role will be multi-skilled to provide support to the Housing Development Manager, in ensuring robust policies and procedures re in place, to strengthen and expand the Recovery Housing model.

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.

Principal Accountabilities:

Key Responsibilities

- To support the Head of Housing and Recovery and Housing Development Manager in delivering a comprehensive, inclusive and bespoke Integrated Recovery Housing Service, to Forward Trust clients living in Recovery Housing Accommodation.
- Lead the Recovery Housing practitioners to ensure service users have bespoke tenancy sustainment plans with clear objectives to achieve independent living and successful continued recovery.
- Ensure clear policies, procedures and risk assessments are in place and regularly reviewed and updated, to ensure the safe delivery of Integrated Recovery Housing.
- Oversee the mobilisation of new Recovery Housing, including obtaining exempt status on properties and the furnishing of new properties.



- Support the Housing Development Manager to identify new opportunities for the procurement and expansion of new Recovery Housing and Pathway Housing provision to best support people at different stages of their recovery and prevent homelessness.
- Build and develop relationships with Forward Trust departments, external agencies and key partners to ensure effective signposting to appropriate support services and the development of volunteering and employment opportunities.
- Raise awareness of Recovery Housing referral opportunities with Prison and Probation teams, Residential Rehabilitation centres, detoxification units and community drug and alcohol services to encourage appropriate and timely referrals.
- Oversee robust assessment of received referrals to ensure the safe placement of service users into Recovery Housing accommodation units.
- Ensure Recovery Housing rules and boundaries are adhered to by the team and make decisions for inclusion and exclusion from the service.
- Strengthen relationships with Private Landlords and Local Authorities to ensure safe and coordinated move on to independent living.
- Work alongside other Forward Trust housing teams to identify person specific accommodation support.
- Develop opportunities for a Pathway Recovery Housing model to support with relapse support and re-toxification agendas.
- Ensure a holistic service is delivered safely to our clients in line with individual and team targets outlined by the Manager.
- Build Links with the criminal justice sector and ensure the Recovery Housing model acts in line with the Recovery Agenda.

Specific Requirements

- Line manage the Recovery Housing Specialist workers to delivery Recovery Housing and tenancy sustainment support to service users living in Recovery Housing accommodation.
- Undertake regular supervisions and QLMs in line with Forward Trusts policies and procedures, setting the team appropriate objectives and work to support Forward Trusts Business strategy, values and mission.
- Oversee and monitor the effectiveness and consistency of weekly 1-2-1 sessions with Recovery Housing service users, house groups and other recovery related interventions delivered by your team
- Collect and record data for audit, research and reporting purposes.
- Assist management in the creation of strategic reports based on the department performance, service effectiveness and KPI summaries
- Ensure team are keeping databases up to date and accurate and managed in accordance with Data Protection Principles and Law.
- Liaise with Recovery Housing Admin team to update on changes in Housing Benefit, admissions and discharges, expenditure of items concerning Recovery Housing etc
- Ensure that the Integrated Recovery Housing Service framework is being adhered to, monitor its effectiveness and update when required
- Ensure team is providing floating support to all of its clients and keeping accurate case notes.
- Ensure team build on their knowledge of the needs of clients who are in abstinence based recovery
- Monitor and develop effective referral pathways to relevant support services to aid continued recovery and assist independent living.



- Ensure the Team are completing individual bespoke Recovery Housing plans to aid tenancy sustainment , empower service users to be able to live independently and sustain their recovery.
- Ensure the team are continuously reviewing service users' needs and Recovery Housing progress, specifically when the support needs of service users living in Recovery Housing have increased or decreased and work with colleagues and partner agencies to identify appropriate alternative accommodation.
- Participate in relevant multi-disciplinary meetings and regularly liaising with key agencies such as DWP, Housing benefit teams, Probation as well as internal Forward Trust services.
- Identify areas and opportunities for improvements within the service area.
- To uphold the organisation's commitment to Equality, Diversity, and Inclusion by actively demonstrating these in all areas of work and interactions with others;
- To uphold the Organisations commitment to the safety of our staff, volunteers, and clients through the promotion of Health & Safety at Work.
- Any other duty / responsibility commensurate with the role and salary.

Required Skills and Competencies:

Qualifications

Essential

- Relevant housing qualification, or willing to work towards
- Recognised qualification in Leadership and Management (or working towards)
- Experience of line management
- Experience of housing management and tenancy sustainment
- Experience of recovery and substance misuse treatment services

Desirable

- Experience of working in partnership to deliver integrated care and support provision.
- Experience of undertaking risk assessments, writing and reviewing support assessments and action plans.

Experience

Essential

- Flexibility to meet the needs of the service as it develops.
- A positive problem solving approach with the ability to focus on key issues quickly and clearly.
- Previous experience of developing and implementing service improvements.
- Experience of working in housing management or tenancy sustainment and building partnerships with housing services
- Understanding of the underlying barriers to tenancy sustainment and recovery
- Experience of supervision work of others and proven human resources management skills.
- Understanding of and sensitivity to diversity and equality issues.



Desirable

- Experience of working within a non-profit, values-led organisation and a demonstrable record of delivery in such an environment and experience of delivering services in that area with a track record of success.
- Experience of overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes.

Skills/ Knowledge

Essential

- Strong knowledge of housing, homelessness and benefits legislation and experience of submitting and managing claims.
- Knowledge of issues relating to substance misuse and the 12 steps interventions and treatment approach.
- Effective negotiating and influencing skills.
- The ability to engage effectively with the client group and manage people.
- Working knowledge and the ability to use Microsoft office packages and databases.
- Able to work autonomously to take forward and shape areas of work of key strategic significance.
- A role model to the wider staff team, reflecting professional, values-based leadership;
- Excellent organisational, interpersonal and communication skills, both written and verbal;
- Demonstrates gravitas and credibility in order to represent the organisation and build confidence internally and externally;
- An empathy with and an understanding of related issues, with an ability to deal sensitively and authentically with clients, staff, and volunteers;
- Brings energy, enthusiasm and drive which inspires others to achieve the Forward Trust vision, mission, and strategic objectives;
- Able to work flexibly, including occasional evenings and weekends.

Desirable

- Knowledge of the charity, voluntary and substance misuse sectors.
- Coaching and mentoring skills

Forward's Mission and Values

Our vision:

Is that anyone, whatever their history and circumstances, can find the help they need to turn away from a life of crime and/or addiction, to build a fulfilling and productive life with family, work and community, while inspiring and supporting others to follow the same path.

Our mission:

Is to bring lasting change to people's lives, away from addiction and/or crime by delivering services that inspire the belief in a better life and provide clear steps to achieve this change- bringing benefits to our service users, their families and communities.

Our values:

Underpin all of our work. They are at the heart of Forward- who we are, what we do and how we do it.

Empowering: We pride ourselves on treating others with care, respect and dignity, whether our clients, colleagues, supporters or partners. We believe in nurturing self-belief and independence to empower people to achieve their goals. Through the inspiration of others and by being honest and approachable we aim to support people to build the trust and courage to be the best they can be.

Collaborative: We seek out opportunities to collaborate with others, identifying common goals and complementary expertise and abilities. Through a respect for the strengths and differences of others; effective and open communication; and a commitment to remaining flexible in our approach, we strive to achieve the best outcomes together.

Expert: We approach problems using insights and evidence to find a solution. Our approaches are proven to work and make a positive impact. We are trusted experts, consistently delivering quality whilst remaining adaptable and resilient in the face of change.

Courageous: We are deeply committed to our work and ambitious in what we can achieve. We are unafraid to challenge or speak up if it's needed to do the best work we can. We are courageous enough to not only embrace or generate change where it means we can make an even bigger difference, but also to take responsibility to play our part in delivering that change.

Innovative: We embrace creativity in all that we do. Whether seeking out new approaches, adapting and responding to changes around us, solving problems, engaging others or finding smart and cost effective ways of working, we actively look for innovative ideas and new solutions in our efforts to do our best.



Competencies

Self-Awareness/Management: Sets, maintains and reflects on appropriate professional/personal boundaries within the workplace. Has the self-awareness to state accurately her/his personal responsibility and skill level.

Relationship Building: Builds strong, professional and positive relationships with all. Establishes a reputation for modelling trust and collaboration across Forward.

Effective Communication: Provides timely and high quality information to the appropriate people. Delivers open and clear expression of ideas and opinions, both face-to-face and through written medium. Listens effectively and responds appropriately with others.

Honesty and Integrity: Interacts with others in a way that simulates trust and confidence; employs a set of behaviours based on a strong sense of fairness and discretion, honouring confidentiality and always acting in a manner consistent with the values of Forward.

Open to Change: Accepts that change will always be a feature of Forward: responds positively to new developments and adapts successfully to evolving circumstances and events.

Positive Attitude: Bases behaviour on a positive set of beliefs, demonstrating a “can do” mentality that seeks solutions and answers to situations; valued by others for her/his affirming and helpful working style.

Commitment and Accountability: Answerable for her/his own personal actions; understands the link between her/his own responsibilities and activities, as well as the broader organisational goals of Forward. Rises above personal circumstances and implements a plan of action when confronted by issues or problems.

Creativity and Innovation: Generates ideas about, and forms approaches to, the work s/he undertakes. Open-minded and considers how s/he can constantly refresh the way in which s/he carries out duties for Forward.

Person Specification

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

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

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 providing administration support and working in an office working	E	A/I
Experience of working in a charity or organisation that supports people with substance misuse .	E	A/I/T
Demonstrable experience of managing high workloads, competing priorities and working to tight deadlines.	E	A/I
Competent using IT systems ideally with experience of Nebula, Cascade, Ulysses and Microsoft platforms	E	A/I
An understanding and awareness of the impact of multiple disadvantage on addictions, eg; unemployment, homelessness, mental ill health, substance use	E	A/i
The ability to set and stick to professional boundaries and comply with Data Protection , GDPR and maintain strict client confidentiality	E	A/I
Ability to work effectively with key partners and other departments to support the smooth administration oof the service and 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 monitoring finances, such as project income and expenditure	D	A/I
Understanding of, and commitment to, the principles of equal opportunity and diversity and inclusion	E	A/I

Experience of detailed record keeping, report drafting, record and document filling, note and minute taking	E	A/I
Experience of working with treatment and/or healthcare services	D	A/I
Self-driven, and ability to work within a team.	E	A/I
Experience of organising meetings and events	D	A/I
An understanding of the needs of clients who are in or working towards recovery	E	A/I
Able to work flexibly, including remotely and at agreed locations to meet the needs of the business.	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 Enhanced DBS	E	A/I
A full UK driving license and use of a car.	D	A/I