**The Forward Trust Job Description**

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| **Position Title** | Recovery Support Coordinator | **Reports to** | Recovery Support Team Leader |
| **Location:** Islington, Better Lives Office, head office & Remote Hybride role | | **Salary**: £30,082 | |

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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 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 Support Coordinator is a new post developed to oversee the successful launch and long-term sustainability of an online programme accessible to residents of the borough of Islington, London.

Managed by the Recovery Support Team Leader, the successful candidate will identify, recruit and train a team of peer mentors who will deliver an online programme which runs five days a week including weekends. In addition to this, the Recovery Coordinator will provide line management support to a part time Recovery Navigator who will help facilitate face to face weekend activities and events from the Islington drug & alcohol community hub.

Some of the Key responsibilities of the role are as follows:

* Recruitment of peer mentors who will deliver a 5 day per week online recovery programme and support the face to face weekend sessions in the Islington hub.
* Oversee a broad range of online activities, ensuring that all online sessions are facilitated by a peer mentor as well as compiling rotas and arranging cover when needed.
* Provide line-management to a part time Recovery Navigator who will support weekend face-to-face service delivery.
* Build relationships with local drug and alcohol treatment providers, lived experience recovery organisations (LERO), twelve step organisations such as Alcoholics Anonymous, Cocaine Anonymous and Narcotics Anonymous, and other charities/agencies/cultural groups that will benefit the local client group.
* Work alongside the incumbent treatment provider and local community groups to create strong relationships and referral links between clients in treatment to those wishing to access recovery communities.
* Encourage clients to take part in other activities and interventions provided by The Forward Trust, such as Forward Connect, Recovery Support, More Than My Past Podcast, Addiction Awareness Week, etc.

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| **Accountabilities** |

**Strategy**

* Develop and maintain partnerships with both internal and external stakeholders, promoting The Forward Trust through regular professional networking.
* Communicate regular project progress to the Recovery Support Team Leader.
* Respond to the needs of the client group, remaining person centred and client led with service delivery.
* Offering a range of activities that are of interest to the client group.
* Show attention to detail in record management; allowing full use of The Forward Trust’s reporting tools to show engagement, growth and retention of clients
* See that Islington clients are included in the wider Forward Connect offering within the Greater London area.

**Service Delivery**

* Recruit, interview, train, support, and risk assess new volunteers/ peer mentors/ peer supporters.
* Support all volunteers/ peer mentors/ peer supporters to gain a qualification in Peer Mentoring.
* Facilitate regular line management with existing volunteers, with a keen focus on volunteer growth and retention.
* Maintain a smooth, digital referral process, welcoming new clients into the service quickly and efficiently.
* The ability to showcase to staff and external agencies the importance of digital engagement and capturing a cohort that may not regularly access face-to-face interventions.
* Represent and promote the service to colleagues, clients & other agencies across Islington using a variety of methods such as attending meetings, conferences or presentations etc.
* Responsible for data collection and management using the organisation’s CRM. Data to include personal client data, attendance at online & face-to-face groups and other key information.
* Asset management such as mobile phones or other technology to help clients engage with the service.

**Performance Management**

* Meet targets and deadlines agreed with the line management and in accordance with work plans and departmental standards.
* Ensure the day-to-day effective running of the service
* Actively engage with regular Quarterly reviews to support your continued professional development.
* Fully engage with constructive feedback or development processes to ensure poor performance is managed effectively and appropriately.
* Review your performance against the strategy, ensuring that your individual and contractual targets are met.
* Keep up to date with changes in legislation and ensure that you refresh technical skills accordingly.

**Departmental duties**

* Work with the highest regard to safety and to minimise risk, taking responsibility for the welfare and safety of clients in line with the Safeguarding policy.
* Attend departmental meetings on a regular basis.
* Oversee and ensure effective management of the staff, volunteers and peer mentors/ peer supporters for which you are responsible, including carrying out regular supervision sessions and reviews as necessary, ensuring they are fully supported and accountable for their work.

**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 the Team Leader to any significant risks or problems arising in the course of managing and monitoring the services.
* 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 Head of Recovery and (where appropriate) the Head of Governance, in accordance with The Forward Trust’s risk management protocols.
* 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.

**Administration**

* Keep the case management system/database 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 to ensure that Forward Connect information is up to date.

**Systems and Policy**

* Work towards Forward’s mission and values within current policies and good practice
* Actively promote and embody Forward Trust equality and diversity, health and safety, security, quality policies in all areas of the work.
* Abide by all The Forward Trust’s policies and procedures and encourage others to do the same.

**Other**

* Undertake any other duties that may from time to time reasonably be requested.
* Contribute to a culture of continuous improvement by recommending new or improved ways of working to enhance the performance of the service.

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| **Person Specification** |

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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, Skills and Experience** | | |
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| Experience of coaching and supervising volunteers | E | A/I |
| Experience of recruitment | E | A/I |
| The ability to engage effectively with the client group. | E | A/I |
| Understanding of the voluntary sector and mentoring programmes | E | A/I |
| Self-driven, and ability to work remotely or as part of a small team | E | A/I |
| Effective negotiating and influencing skills | E | A/I |
| Experience of overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes | E | A/I |
| A thorough understanding of Service user led support groups and their role in maintaining ongoing recovery. | E | A/I |
| Working knowledge of using Microsoft office packages and databases. | E | A/I |
| Understanding of and sensitivity to diversity and equality issues | E | A/I |
| Demonstrable experience of remote working | E | A/I |
| Experience of facilitating groups or group training | E | A/I |
| Understanding of the human resource within recruitment setting | D | A/I |
| Lived experience of addiction recovery or ex-offending | D | A/I |
| Experience of strategic partnership building | 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, has good eye contact 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 |

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| **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.

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| **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.