



Position Title	Recovery Resettlement Practitioner (Housing Specialism)	Reports to	Recovery Housing Team Leader
Region: Kent			

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.

Role/ Team Overview

The Recovery Resettlement Specialist role sits within the Recovery Directorate and forms a part of the Recovery Support and Recovery Housing 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.

The Recovery Housing Specialist will have knowledge and expertise in housing and tenancy sustainment 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.

Ideally, the post holder will be multi-skilled and have an understanding of working with Probation and within the Criminal Justice System, 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.

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.

Accountabilities

- To provide a comprehensive, inclusive, and bespoke Recovery Housing service, including housing and recovery advice and guidance to Forward Trust clients.
- Conducting robust housing 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.
- Work alongside Recovery Navigators in Recovery Support to align housing support with continued recovery and resettlement.
- Provide regular 1:1 sessions with each client and keep accurate case records of progress, events and interventions.
- Develop links with relevant agencies including residential rehabs, Probation, Prisons, supported housing / housing providers, Local Authorities and other organisations in need of accommodation provision and move on opportunities
- Link in with and signpost to, employability and mentoring services to also access training, employment and volunteering opportunities for clients.
- Work with other members of the Recovery Support Team to develop opportunities for and utilise Forward Trust volunteers and recovery housing peer supporters, where appropriate.
- Conduct weekly/monthly health and safety checks in line with policies and procedures
- 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 to key meetings such as team meetings and multi-disciplinary reviews, sharing information appropriately.

Service Delivery

- Ensure that promotion across all services is delivered regularly to ensure that appropriate referrals are received and processed in a timely manner.
- 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 weekly house meetings
- 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.
- Liaise with relevant organisations and agencies, including, but not limited to, Probation, Integrated offender Management teams, Council Housing and benefit departments, DWP, other support charities and networks etc.
- Being responsible for preparing and submitting appropriate forms required for accessing Housing benefits and ensuring regular payment of any client service charge.
- You will be required to be familiar with Service Level Agreements with both internal and external stakeholders which will inform 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.

Performance Management

- Meet targets and deadlines agreed with line management and in accordance with work plans and departmental standards.
- Ensure Recovery Housing 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 as frequently as their individual needs require.
- 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, specifically in relation to substance misuse and housing policy.
- 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.

Quality and Safety

- Enhanced knowledge and experience of Housing, homelessness and tenancy sustainment
- Knowledge of the criminal justice sector and Recovery Agenda, eg 12. Step abstinence based programmes.
- Experience of providing support whilst empowering independent living
- A strong knowledge of the needs of clients who are in abstinence based recovery

- Experience of assessing adults in need of housing support alongside maintaining abstinence-based recovery and desisting from criminal activity.
- Demonstrable experience of managing caseloads, carrying out/ completing risk/ comprehensive assessments, SMART action plans and maintaining effective case records
- 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.
- Experience of delivering both 1:1 and group-work interventions using motivational techniques and trauma informed approaches
- Experience of working effectively with adults experiencing multiple disadvantages; unemployment, homelessness, mental ill health, substance use
- The ability to set and stick to professional boundaries
- An understanding of the needs of clients who are in or working towards recovery
- Understanding of and sensitivity to diversity and equality issues
- Confident in their communication style and managing difficult conversations and situations
- Working knowledge of using Microsoft office packages, database monitoring systems and strong skills in IT communication
- 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
- 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.

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.