**The Forward Trust Job Description**

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| **Position Title**  | Recovery Support Team Leader | **Reports to**  | Recovery Support Service Manager |

# 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.

# Role/Team Overview

The Team Leader will be based within the central Recovery Support team. The Team Leader will be responsible for co-ordinating all recovery support functions across Forward Trust’s substance misuse services into a coherent and effective service that offers inspiration and a structured pathway to recovery for service users.

The aim of the role is to have a robust recovery support service integrated into all services, promoting and modelling the organisations values and ethos, supporting service users to further develop their recovery and lives, whilst bringing visible lived experience to all including staff via a range of recovery support interventions.

# Accountabilities

## Strategy

* Support the Recovery Support Service manager to communicate and develop the Recovery support strategy across the organisation.
* Support your team to meet and record effectively any identified contractual targets and KPIs from various sources ie fundraising targets, organisational targets, commissioned targets and those in the Recovery Support strategy.
* Work alongside the research department to ensure that outcomes are recorded and communicated effectively with relevant funders and stakeholders.
* Ensure meet and greets are implemented across all Forward units to provide comprehensive support on the service user’s day of release or discharge.
* Ensure lived experience workshops/shares are implemented across all Forward units.
* Develop and support the team to deliver group sessions/ workshops and one to ones
* Work with the peer mentor lead and peer mentor trainer to support and deliver relevant parts of the peer mentoring strategy across the organisation including promoting available peer mentor opportunities/ vacancies, supervising peers and linking into training opportunities/ qualifications.
* Support your team to implement and develop Forward Connect in their geographical areas
* Communicate all new developments to all members in the team.
* Regular promotion of all Recovery support services nationally across all services
* Set individual objectives to implement and achieve strategic objectives.
* Develop and maintain partnerships with both community and prison based agencies, and attend community and prison based meetings as and when required.
* Develop links with other internal departments to ensure holistic approach to recovery is available to service users.

## Service Delivery

* Develop and implement clear recovery pathways that are effectively integrated with Recovery Support service.
* Develop and establish links with other relevant agencies that offer aftercare support across the UK, to ensure clients have access to appropriate support.
* Represent and promote the service to colleagues, clients & other agencies in meetings, conferences or presentations.
* Support with the co-ordination of various events/ activities and publications such as the Forward Reunions/ unity days and journey magazine.
* Work with the Recovery Support Service Manager to provide reports required for fundraising, commissioners and the Forward Executive Team / Trustees.
* Attend contract mobilisation and biding meetings for new contracts when required.

## Performance Management

* Oversee the recruitment and development of Recovery Support staff.
* Facilitate line management of Recovery Support staff, conduct regular supervisions, and quarterly line management.
* Monitor the performance of the team against the Recovery Support strategy ensuring that contractual targets are met.
* Regularly Audit the teams data entry and recording to ensure that it is accurate, up to date and meeting contractual targets.
* Meet targets and deadlines agreed with the line manager and in accordance with work plans and departmental standards.
* Monitor department data in line with key performance indicators to ensure effective and responsive service is delivered and any areas for development are identified.
* Ensure the day-to-day effective running of the service.

## Departmental Management

* Work with the highest regard to safety and to minimise risk, taking responsibility for the welfare and safety of employees, volunteers and public in contact with The Forward Trust.
* Ensure that departmental meetings are facilitated on a regular basis.
* Oversee and ensure effective management the staff for which you are responsible.
* Take on other reasonable tasks and responsibilities as deemed appropriate by Recovery Support Service Manager.
* Act as line manager for Coordinators, trainees and volunteers where required, including carrying out regular supervision sessions, quarterly line management and reviews as necessary, ensuring they are fully supported and accountable for their work.
* Consultation with the Recovery Support Service Manager and the HR department, to take part in the recruitment and training of new staff, ensuring that The Forward Trust’s commitment to equal opportunities is honoured at all times.
* Work closely with other Team Leaders and leads/ coordinators within the team to ensure effective delivery of the Recovery support strategy.

## 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 Recovery Support Service Manager to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all 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 Support 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.
* Keep up to date technically on all relevant matters and strive for continuous professional development.

## Administration

* Ensure that resources are allocated so that contractual targets are met in line with the Recovery Support Strategy.
* Prepare and deliver detailed reports on the effectiveness of the services in your Team and their performance against KPI’s.
* Write quarterly reports for the trustees and executive team reflecting the progress against strategy
* Manage staff\trainee files and information via Cascade

## Systems and Policy

* Work towards Forward’s mission and values within current policies and good practice
* Ensure that joint working policies are implemented and agreed with all relevant departments.

**Other**

* Undertake any other duties that may from time to time reasonably be requested.

# Person Specification

**Below is a list of the qualities that we are looking for in applicants to this post. Please address each of these points in your application.**

## Essential

**Skills and Experience**

* 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.
* Effective negotiating and influencing skills.
* Previous experience of developing and implementing service improvements.
* The ability to engage effectively with the client group.
* Experience of developing partnerships with employers and running a job brokerage service.
* Experience of supervision work of others and proven human resources management skills.
* Understanding of the voluntary sector.
* Understanding of and sensitivity to diversity and equality issues.
* Working knowledge of using Microsoft office packages and databases.
* Commitment to 12 steps interventions and treatment approach.
* Knowledge of the use of database monitoring systems.
* Experience of overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes.
* Knowledge and experience of Disciplinary procedures and policy, demonstrable in the management of people and performance

**Qualifications**

* A level 3 management qualification (or working towards).

## Desirable

**Skills and Experience**

* Experience of strategic partnership building.
* Lived experience of Recovery.
* A thorough understanding of Service user led support groups and their role in maintaining ongoing recovery.
* Understanding of the human resource and finance function within a contract setting.

**Qualifications**

* A Counselling qualification.
* A supervision qualification.

# 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

**Leadership:**

Adopts a leadership style that challenges and motivates the team(s) to achieve objectives. Capable of motivational leadership that simulates others to challenge their own thinking, using their initiative to make a fuller contribution.

**Strategic development:**

Links Forward’s business plan to daily work; develops strategic goals and plans that expand the influence of Forward within her/his sphere of operation.

**People, Performance and development:**

Takes responsibility for employee’s performance by setting clear goals and expectations, tracking process against goals. Ensures employees receive regular supervision and feedback, addressing performance problems and issues promptly.

**Managing Quality:**

Demonstrates a genuine commitment to the maintenance of quality and compliance within the teams activities; encourages best practice across all of their teams procedures and actions; watchful for any breach of standards or actions that would compromise Forward’s statutory obligations and reputation.

**Delivering Results:**

Consistently achieves measurable goals and targets set by others or oneself. Engages in the committed pursuit of agreed goals; concentrating on important priorities. Always mindful of the value of an activity or task.

**Managing Change:**

Demonstrates support for innovation and for organisational change; initiates, sponsors and implements organisational changes; successfully helps others accept and manage organisational change; overcomes potential resistance conflicting expectations and controversy.