



**Waythrough**

## Job Description

<b>Job Title:</b>	Assessment and Engagement Coordinator
<b>Job Grade:</b>	A3
<b>Reports to:</b>	Service Manager
<b>Direct reports:</b>	N/A
<b>Clearance required:</b>	Enhanced DBS check and HMPPS clearance
<b>Key stakeholders:</b>	Service users, multi-disciplinary team members, family members, Service Managers, Area Managers.

### Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

### Job Purpose

To work as part of a team to provide collaborative assessment and interventions to substance misusers (drug and alcohol) across all stages of recovery, from assessment and engagement through to sustained recovery.



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### Key accountabilities:

1.	Work in partnership to carry out assessments and deliver drug and alcohol recovery interventions to enable individual service user progression from engagement, through structured treatment to sustained recovery.
2.	Manage an agreed service user caseload, reviewing on-going care and treatment and liaising closely with the full range of partners, as well as family members and significant others when appropriate.
3.	Facilitate service user access to treatment, assets and resources to increase recovery capital, supporting service users and their loved ones to achieve and sustain recovery goals.
4.	Ensure service users are informed about their options and opportunities, encouraging active engagement and ownership of individual recovery.
5.	Support service users across all stages of custody including transition planning for transfer or release.
6.	Work in collaboration with Recovery Co-ordinators to ensure effective access to appropriate recovery interventions in accordance with agreed recovery plans and individual need/priorities.
7.	Support service delivery by co-facilitating group and programme sessions with other team members, including peers with lived experience.



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8.	Deliver quality psychosocial interventions (as/when required) that meet local need on a one to one basis.
9..	Work closely and collaboratively within the multi-disciplinary team across internal and external partnerships, providing advice and information to managers and other colleagues, through attendance at reviews, team meetings and via telephone conversations and MIS information.
10.	Improve outcomes for children and families of service users (or potential service users) by reducing the impact of drug and alcohol related harm on family life and promote positive family involvement in recovery.
11.	Promote and enable engagement with the full range of harm reduction and health and wellbeing opportunities within the service, in particular in relation to mental health, smoking cessation, pain management and blood borne virus testing, treatment and vaccination.
12.	Collaboratively deliver shared assessments, interventions and reviews with service colleagues, promoting seamless care for service users.
13.	In accordance with service processes and policies, assess risk, be aware of safeguarding issues and understand diversity issues and needs.
14.	Promote visible recovery across the service and ensure peer support opportunities are relevant and accessible for all service users.
15.	Comply with all monitoring and evaluation systems, collecting and monitoring information as appropriate and provide reports when required, actively contributing to the service achieving successful service user outcomes.
16.	Strive to reduce substance related harm to individuals and the wider community.



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17.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind’s clinical governance framework.
18.	(Where relevant) Comply with all Prison Service requirements including safe systems of work, Prison Service orders and instructions, identified training and security procedures.
19.	Undertake continuing professional development including participating in clinical supervision, performance appraisals and attending training as/when required.
20.	Maintain accurate and up to date records and reports and provide written and verbal reports as required.

21.	Keep abreast of policy and professional development within your area of professional expertise.
22.	Work flexibly across operational sites and within an agreed number of hours to maintain appropriate service provision, This will include evening and weekend working.
23.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

**Note:** This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Humankind.

*This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.*



## Job Description

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or above or equivalent) or willingness to complete a Level 3 qualification with 2 years or more of relevant experience.	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Knowledge/ Previous Experience	Essential or Desirable
Ability to carry out assessment and contribute to recovery and risk management plans.	E
Experience of delivering 1-1 and group interventions.	E
Ability to work with people with multiple needs and those who are vulnerable.	E



## Person Specification

Knowledge and understanding of the issues facing people who misuse substances.	E
Ability to deal with a range of queries from service users, professionals, family members and carers.	E
Experience of keeping effective records including documenting relevant information onto a management information system.	E
Understanding of safeguarding issues for children and vulnerable adults.	E
Understanding of and ability to implement risk assessments.	E
<b>Competencies</b>	
<b>Lead and Inspire</b>	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
<b>Create and Innovate</b>	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
<b>Developing Our Talent</b>	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.



<b>Impactful Communication</b>	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
<b>Delivering Results and Achieving Greatness</b>	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
<b>Service Excellence</b>	Continues to build on Humankind’s reputation within the industry, becoming a “provider of choice” recognised by external bodies as

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## Person Specification

	meeting the diverse needs of our customers and delivering the highest standards of service delivery.
<b>Working Together</b>	Defines how we work with each other and our customers, partners, commissioners and stakeholders.



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