



Waythrough

Job Description

Job Title:	Recovery Coordinator
Job Grade:	A3
Reports to:	Lead Practitioner/Service Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS Check
Key stakeholders:	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.



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Job Purpose

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

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Key accountabilities:

1.	Manage a service user caseload, devising, implementing and reviewing on-going recovery plans and treatment, liaising closely with the full range of workers and skills within the service team, including family members and significant others as appropriate.
2.	Carry out triage/screening assessments and comprehensive assessments with service users.
3.	Work collaboratively with partner agencies to undertake shared assessments, key working and interventions to promote individual service user progression from engagement, through structured treatment to self-sustained recovery.
4.	Facilitate service user access to treatment and community resources to increase recovery and social capital, supporting service users and their families within their local community.



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5.	To lead effective case management for allocated service users, including on-going processes such as risk assessments, risk management plans and safeguarding assessments and plans. This includes the effective use of an online case management system.
6.	To work closely and collaboratively within the multi-disciplinary team across the service and externally, providing advice and reports/ information to managers and other colleagues, through attendance at reviews, team meetings, supervision and via telephone conversations.
7.	To improve outcomes for children, parents/carers and families of services users by reducing the impact of drug and alcohol related harm on family life and promote positive family involvement in recovery.
8.	Develop and deliver quality programs and packages of work/ psychosocial interventions that meet local need across both group work and one to one formats.
9.	Identify and prevent potential harm to service users and others by following local and organisational safeguarding guidelines, including referral to and engagement with relevant safeguarding authorities

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10.	Support delivery of key service functions through actively participating in drug screening, duty work, access to BBV testing and immunisation service provision, community needle exchange services and the ongoing delivery of appropriate, tailored alcohol and drug harm reduction interventions.
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11.	Promote visible recovery across the service and ensure peer support opportunities are relevant and accessible for all service users.
12.	Reduce substance related harm to the individual and wider community.
13.	Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required .
14.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind’s clinical governance framework .
15.	Maintain accurate and up to date records and reports and provide written and verbal reports as required.
16.	Keep abreast of policy and professional development within your area of professional expertise.
17.	Work flexibly across operational sites and within an agreed number of hours to maintain appropriate service provision, This will include evening and weekend working.
18.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

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.



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Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or above or equivalent) or willing to work towards this in post.	E
Relevant professional qualification e.g. addiction studies, counselling, social work, therapeutic qualification.	D
Skills	Essential or Desirable
Proficient in Microsoft Office programmes	E
Knowledge/ Previous Experience	Essential or Desirable



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Understanding of and ability to implement interventions, including brief interventions MI, PSIs, CBT and ITEP.	E
Knowledge of harm reduction approaches in relation to substance misuse (where relevant to post)	D
Working with models of service delivery and issues relating to recovery planning	D
Working with best practice frameworks e.g. NICE, DOH, NTA, NMC, Care Quality Commission & Caldicott Standards	D
Carrying out assessment and recovery planning and risk management plans	D
Delivering 1-2-1 and group therapeutic interventions	E
Knowledge of working within Safeguarding and Hidden Harm	D

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Person Specification



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Experience of working with carers and families	E
Experience of using Management Information Systems	D
Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
Create and Innovate	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.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
Impactful Communication	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.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind’s reputation within the industry, becoming a “provider of choice” recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.



Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
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