



**Waythrough**

## Job Description

|                            |   |
|----------------------------|---|
| <b>Job Title:</b>          | Enhanced Care Recovery Coordinator  |
| <b>Job Grade:</b>          | A3  |
| <b>Reports to:</b>         | Lead Practitioner – Enhanced Care Team  |
| <b>Direct reports:</b>     | Lead Practitioner – Enhanced Care Team and FIT team manager                           |
| <b>Clearance required:</b> | Enhanced Adult/Child Barred   |
| <b>Key stakeholders:</b>   | Service users, internal and external multi-disciplinary team members, family members. |

### Workplace values

Waythrough (Formerly Humankind) 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.

Thanks for bearing with us – and don't forget to check out the Waythrough (Formerly Humankind) jobs on the Richmond Fellowship and Aquarius job site

[https://recoveryfocus.wd3.myworkdayjobs.com/Recovery\\_Focus\\_Careers](https://recoveryfocus.wd3.myworkdayjobs.com/Recovery_Focus_Careers).

### Job Purpose

The Enhanced Care Team support complex need Service Users who are unable to progress their treatment due to their additional needs. Additional needs may include; chronic physical health, comorbidities, financial issues, memory/cognitive impairment, age, housing, limited social support and other multi-agency support needs.



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### Key accountabilities:

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| 1. | Assess and engage with individuals identified as having enhanced needs who require a more flexible way of working or support. This might include outreach support to reduce identified barriers to engagement with mainstream avenues and the hub.   |
| 2. | Manage a Service user caseload and review on going care and treatment liaising closely with the full range of specialist workers within the multi-agency team, including family members and significant others, as appropriate.  |
| 3. | Work closely and in partnership with the multi-disciplinary teams from across the partnership internally and externally. Provide advice and guidance to managers and colleagues, through attendance at review meetings, team meetings and group supervision in person and via the telephone. |
| 4. | Demonstrate excellent communication skills and therapeutic skills when dealing with Service Users, Carers, and Caring agencies.  |
| 5. | Provide effective coordination of the Service Users Recovery Plan and promote family, Carer and Service User Involvement.  |
| 6. | Improve the outcomes for children of Service Users by reducing the impact of drug and alcohol related harm on family life and promote family involvement in treatment.   |
| 7. | Comply with all monitoring and evaluation systems, collect and monitor information as appropriate and provide reports when required and actively contribute to the Partnership achieving successful outcomes for Service Users.  |
| 8. | Maintain accurate, up to date records and work in accordance with organisational guidelines and procedures.  |
| 9. | Undertake continuous professional development including participating in supervision, performance reviews and attending training as/when required.   |



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| 10. | Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. |
| 11. | Keep abreast of policy and professional development within your area of professional expertise.                      |
| 12. | 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 |
|---|------------------------|
| Relevant professional qualification e.g. substance misuse, addiction studies, counselling, housing, children and families, benefits/welfare advice. | D                      |
| Skills  | Essential or Desirable |
| Proficient in Microsoft Office programmes   | E                      |
| Ability to keep accurate case notes and write reports.  | D                      |
| Knowledge/ Previous Experience  | Essential or Desirable |
| An understanding of interventions including Brief Interventions, including MI, CBT and ITEP.  | D                      |
| Knowledge of the substance misuse field and models of service delivery and issues relating to recovery planning.                                    | D                      |
| An understanding of best practice frameworks, including NICE, DOH, PHE and CQC.   | D                      |
| Ability to work within a multi-disciplinary team and across multiple agencies.  | E                      |
| Ability to carry out Assessment, Recovery Planning and Risk Management Plans.   | E                      |
| A good understanding of relevant legislation including the Mental Capacity Act, safeguarding processes, information governance.                     | E                      |



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## Person Specification

| Competencies   |   |
|--|---|
| <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 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.  |
| <b>Safeguarding training required on start (not to be measured in the R&amp;S process)</b> |   |
| <ul style="list-style-type: none"><li>N/A</li></ul>  |   |