



Job Description

Job Title:	Reconnect Navigator
Reports to:	Service Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS and HMPPS clearance
Key stakeholders:	Service users

About Us

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 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 caseload of service users identified as benefiting from additional co-ordination support in preparation for and immediately following release from prison, liaising closely with partners within the service and community agencies, as well as family members and significant others when appropriate.
2.	Work in partnership with service users, recovery co-ordinators and service colleagues to identify recovery capital and assets built during custody and practical ways in which these can be connected, protected and further developed during transition back to local communities.
3.	Co-produce recovery plans with service users, loved ones and key partners that capture individual strengths, needs, sources of support and required activities, providing a structured plan for release that promotes positive outcomes and sustainable connections.
4.	Facilitate service user access to a wide range of assets and resources to increase recovery and social capital, supporting service users and their loved ones to achieve and sustain connections following release. This will include mainstream assets and resources not associated with substance use and treatment services.
5.	Work closely and collaboratively within the multi-disciplinary team across the service partnership and externally, providing advice and information to managers and other colleagues, through attendance at reviews, team meetings and via telephone conversations and MIS information.
6.	Develop and nurture effective partnership working with a wide range of community stakeholders (statutory and voluntary) to promote connections and understanding of opportunities available for service users, as well as promoting understanding of recovery and prisons.



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7.

Promote effective information sharing between key stakeholders including Prison Offender Management, NPS, Community Rehabilitation Companies, community services and all relevant parties ensuring risk is appropriately identified and managed enabling collaborative support.



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8.	Be a named contact for a designated community drug and alcohol recovery service within the region, building a positive relationship and utilising this to build an understanding and directory of services and opportunities available.
9.	Develop a detailed knowledge of mutual aid, peer led and mentoring/volunteer opportunities within the same designated local area, ensuring this information is shared across the service and opportunities are connected to activity and engagement within custody.
10.	Improve outcomes for children and families of service users by reducing the impact of drug and alcohol related harm on family life and promote positive family involvement in recovery.
11.	Lead effective case management for allocated service users, including on-going processes such as risk assessments, risk management plans and safeguarding assessments and plans.
12.	Promote and enable engagement with the full range of 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. These same key areas of health and wellbeing will be incorporated into plans for after release.
13.	Promote visible recovery across the service and ensure peer support opportunities are relevant and accessible for all service users.
14.	Maintain accurate, up to date records and work in accordance with organisational guidelines and procedures.
15.	Comply with all Prison Service requirements including safe systems of work, Prison Service orders and instructions, identified training and security procedures.



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16.

Report all problems and incidents to a senior manager at the earliest opportunity.



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17.	Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required .
18.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .
19.	Keep abreast of policy and professional development within your area of professional expertise.
20.	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.



Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 3 Health and Social Care or above or equivalent.	E
Professional qualification e.g. substance misuse, addiction studies, counselling, housing, development, children and families, benefits/welfare advice.	D
Skills	Essential or Desirable
Proficient in Microsoft Office programmes	E
Knowledge/ Previous Experience	Essential or Desirable
Sound understanding and competence of interventions including brief interventions MI, PSIs, CBT and ITEP.	E
Knowledge of the substance misuse field, models of recovery and issues relating to recovery planning.	E
Sound understanding of community engagement and asset mapping/building approach.	E
Understanding of best practice frameworks NICE, DOH, NTA, NMC, Care Quality Commission frameworks & Caldicott Standards.	E
Ability to carry out assessment and recovery planning and risk management plans.	E



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Experience of delivering 1-1 and group therapeutic interventions.	E
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Person Specification

Ability to write reports and complete any required monitoring returns.		E
Knowledge of working within Safeguarding and Hidden Harm.		E
Experience of working with carers and families.		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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