



Job Description

Job Title	Recovery Coordinator
Function	Service Delivery
Reports to	Lead Practitioner/Team Manager.
Direct Reports	No
Grade/Job Evaluation Level	Core – Coordination
Salary Banding	Individual Contributor C
Created/Reviewed date	May 2026

You will be working for

(Description of Waythrough and specifics of Service/Function/Office)

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.



Purpose of the Role

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.

Key Accountabilities

(List of accountabilities specific to this role)

- 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.
- Carry out triage/screening assessments and comprehensive assessments with service users.
- 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.
- 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.
- 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.
- 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.
- 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.



- Develop and deliver quality programs and packages of work/ psychosocial interventions that meet local need across both group work and one to one format
- 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
- 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.
- Promote visible recovery across the service and ensure peer support opportunities are relevant and accessible for all service users.
- Reduce substance related harm to the individual and wider community.
- Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required.
- Partnership working is essential in risk sharing and management when working with this cohort.

General Accountabilities

(List of accountabilities applicable to all roles)

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



Values and Competencies

Our Values

- **Kindness**
- **Courage**
- **Respect**

Our Competencies

Lead and Inspire- Defines the future direction of Waythrough 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 Waythrough'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.



Person Specification

Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or above or equivalent) or willing to work towards this in post.	Essential
Relevant professional qualification e.g. addiction studies, counselling, social work, therapeutic qualification.	Desirable

Skills	Essential or Desirable
Proficient in Microsoft Office programmes	Essential

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



Experience of using Management Information Systems	Desirable

