






Job Description (Part 1)

| Post | |
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| Job Title | Family and Carers Recovery Worker |
| Job Holder | Vacant |
| Location | Nottingham Recovery Network – Nottingham City |
| Hours | 37 hours per week |
| Reports to | Team Leader / Service Manager |

| Double Impact | |
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| Our Mission | <p>INSPIRING CHANGE AND POSITIVE CHOICE</p> <p>Double Impact is a registered charity and not for profit organisation, established in 1998.</p> <p>Our Mission is to provide a quality service which promotes recovery and community integration for people who have experienced problematic drug and alcohol use. This is achieved by providing opportunities for personal development, healthy choices, education, vocational training, employment and access to housing.</p> <p>By placing our service users' needs at the heart of our ethos and their own treatment experience, we provide a uniquely holistic, flexible service.</p> <p>We believe that with the right support everybody can recover and that in recovery anything is possible.</p> |
| Nottingham Recovery Network | <p>The Nottingham Recovery Network aims to deliver a fully-integrated, high quality drug and alcohol treatment and recovery support system that is locally owned and personally valued, with service user and carer involvement embedded in all aspects of its practice. The Nottingham Recovery Network comprises of Framework Housing Association (Lead Agency), Double Impact and Nottinghamshire Healthcare NHS Foundation Trust.</p> <p>The service focuses on a service delivery model comprising of:</p> <ul style="list-style-type: none"> - Addressing Barriers to Treatment - Improve Access to Assessment - Recovery Orientation (Engagement) - Recovery Delivery Interventions (Including psychosocial and pharmacological treatment interventions) - Re-integration (Recovery including the Double Impact Academy) <p>This is underpinned by the four cornerstones of:</p> <ul style="list-style-type: none"> - Peer-led Mutual Aid - Mentoring and Volunteering - Service User Involvement - External Mutual Aid |
| Our Values | <p> Supportive to individuals and their diverse needs and to the wider treatment community;</p> <p> Passionate about everything we do;</p> |

| | <p>Inclusive  Inclusive: by involving service users and staff in all aspects of what we deliver and through working in partnership;</p> <p>Responsive  Responsive: to our service users' changing needs, to the communities in which they live and to our staff;</p> <p>Effective  Effective: In realising individuals' goals and achieving our aim.</p> |
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| Job Profile | |
| Purpose of Job | <p>As a Double Impact Family and Carers Recovery Worker you will provide focused support to families, carers, and significant others. We are looking for someone who is passionate about people; able to offer advice, information, and ongoing support which promotes health and wellbeing, develops resilience and self-confidence, and helps people to thrive.</p> <p>The Family and Carers Recovery Worker will be based at The Wellbeing Hub in Nottingham City Centre but will also provide outreach across local communities, providing groupwork and 1-1 support to family members, carers and significant others affected by the alcohol and/or substance use of someone close to them.</p> <p>NRN offers a range of support and structured psychosocial interventions, delivered by our experienced Practitioners and Volunteers, to ensure that users of the service are equipped to best support their loved ones in their recovery from addiction and return to everyday life. Each intervention provides the tools needed for families, carers, and significant others to reduce isolation, increase confidence, set appropriate boundaries, become more knowledgeable about the cycle of addiction, and work through any emotional feelings of guilt, shame and anger.</p> |
| Position in Organisation | <ul style="list-style-type: none"> • Reports to Team Leader/Service Manager • Point of contact for/with service users families and carers • Point of contact for/with community resources/providers |
| Scope of Job | To provide focussed support for families, carers and significant others of NRN service users. |
| Qualifications | Basic IT skills and ability to work with different systems. |

Job Description (Part 2)

| Duties & Key Responsibilities | |
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| Key Responsibilities: | <ul style="list-style-type: none"> • To provide a warm and welcoming professional response and image for anyone attending the service. • Work collaboratively with partner agencies to undertake shared support, key working and interventions. • Provide support and encouragement when clients, families and carers first enter the service. • Work closely and collaboratively within the multi-disciplinary team across the service and externally, providing advice, reports and information to managers and colleagues, through attendance at reviews, team meetings, supervisions. |

- Improve outcomes for carers, families and significant others of services users by reducing the impact of drug and alcohol related harm on family life and promote positive family involvement in recovery, using a whole family approach.
- 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.
- Promote visible recovery across the service and ensure peer support opportunities are relevant and accessible for all service users.
- Mentor, coach and support the development of volunteers and peer mentors
- Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.
- Ensure good working relationships are established and maintained with service users, service partners, colleagues and management and also with regards to multi-agency working.
- To be there for families, carers and significant others, offering encouragement, practical and emotional support, advice and shared experience (if appropriate and possible).
- To help develop a culture of aspiration towards recovery through positive role modelling and example.
- Assisting families, carers and significant others to engage in and benefit from services that are on offer.
- Encourage families, carers and significant others to attend and engage in group sessions.
- To encourage families, carers and significant others participation, community involvement and consultation within the service and help facilitate connection to recovery communities outside of the service.
- To act as a positive role model.
- To assertively link to and promote mutual aid opportunities.
- To be knowledgeable about other services available within Nottingham which would support and further enhance families, carers and significant other's journeys.
- To connect with families, carers and significant others to identify areas of strength, skill and interest that can be harnessed into positive opportunities moving forward.
- To ensure the health and safety of all yourself, other staff and clients by following health, safety and security procedures in the working environment.
- To ensure that any safeguarding concerns are flagged to your supervisor immediately
- To ensure that Equality of Opportunity policies and anti-discriminatory practice are adhered to and fully implemented at all times and that all practice positively promotes Double Impact's commitment to valuing diversity.
- To ensure that you abide by relevant legislation, statutory policy and Double Impact policies and procedures.
- Work in accordance with all relevant legislation, policies and procedures and guidelines – both internal and external. This includes Framework's clinical governance framework.
- To ensure that the NRN Lone Working Policy is followed at all times.

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| | <ul style="list-style-type: none"> • To ensure that all aspects of confidentiality are adhered to. • To contribute towards the attainment of key performance indicators as stipulated by the service level agreement. • To operate and maintain record keeping and monitoring procedures as directed, ensuring that all data requirements are met in line with the NRN Record Keeping Policy, within appropriate deadlines. • Recognise personal and professional boundaries at all times and adhere to our code of conduct. • Maintain service user confidentiality at all times in line with Double Impact policy and data protection legislation. • To carry out all work in accordance with the company and its partners' philosophy and ethos. • Promote, adhere to and live our workplace values • To attend staff meetings and engage in all staff support, training, development and training systems. • Proactively improve personal knowledge and skills by completing any relevant training, as agreed in supervision. • To keep abreast of developments in services, legislation and practice relevant to services for substance users. • To act as an ambassador for Double Impact and the Nottingham Recovery Network. |
| Key Duties: | <ul style="list-style-type: none"> • Offer a range of evidence-based psycho-social interventions families and carers through group work delivery, 1-1 support and digital interventions (virtual sessions) • Provide case management for allocated families, carers and significant others which includes referral, risk management and care planning, discharge and aftercare planning and ensuring accurate and timely recording on the appropriate case management system. • Support families, carers and significant others into community resources to increase recovery and social capital, supporting their families and friends within their local community. • Work with partners and service users to improve and develop services in line with identified needs and where appropriate. • Maintain accurate and up to date records and reports and provide written and verbal reports as required. • Provide targeted outreach and in reach, diversionary activities, satellite advice and information services in the local community • Support service users on a 1-1 basis, working in a structured way, to help them achieve clearly defined goals. • To support and lead on the delivery of group sessions. • To attend group supervision twice a month – and to utilise 1-1 supervision on an ongoing basis and as required. • To carry out risk assessments prior to client work and on an ongoing basis. • Work flexibly across operational sites and within an agreed number of hours to maintain appropriate service provision, this will include evening and weekend working. • Such other duties as the management may from time to time reasonably require. |

Job Specification (Part 3)

| Person Specification | | |
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| | Essential | Desirable |
| Education & Experience | <ul style="list-style-type: none"> • Experience of working with families, carers and significant others • Experience of delivering 1-1 support and group therapeutic interventions with families and carers • Proficient in Microsoft Office programs and case management systems. • Some experience of group work • Good track record of reliability • Working with models of service delivery and issues relating to recovery planning. | <ul style="list-style-type: none"> • Relevant professional qualification e.g. addiction studies, youth work, counselling, social work, therapeutic qualification. |
| Knowledge | <ul style="list-style-type: none"> • Knowledge of the issues facing substance users including appropriate medical interventions, social care and health issues • Knowledge of drugs and alcohol and their effects. • Knowledge of what long-term sustained recovery looks like. • Understanding of and ability to implement interventions based on the whole family and carers approach, including brief interventions MI, PSIs, CBT and ITEP. | <ul style="list-style-type: none"> • Knowledge of local services and geography |
| Abilities | <ul style="list-style-type: none"> ▪ Working with best practice frameworks e.g. NICE, DOH, NTA, NMC, Care Quality Commission and Caldicott Standards ▪ An ability to relate to others and their personal recovery journey, understanding that everyone's recovery is different. • Awareness of and ability to maintain professional boundaries and work effectively with partnership agencies. • Confidence to work on own initiative as well as part of a team. • Responds flexibly to the demands of the post. • Ability to listen to others. • Ability to work with people from a range of social, cultural and ethnic backgrounds. • Ability to work alone effectively. • Ability to establish and maintain good, professional working relationships, both internal and external. | <ul style="list-style-type: none"> • Motivational skills and techniques |
| Skills | <ul style="list-style-type: none"> • Have an understanding of safeguarding focusing on children and vulnerable adults' procedures and a willingness to develop this understanding. • Has a professional, empathetic and non-judgmental attitude towards service users and their families, carers and significant others. • Good communication skills both oral and written with the ability to communicate effectively at all levels • Strong interpersonal skills | |
| Attitudes | <ul style="list-style-type: none"> ▪ A willingness to share own experiences (if appropriate). ▪ A willingness to learn and develop skills ▪ A willingness to work with and manage challenging behaviour ▪ To have a 'can do' mentality • To have a non-judgmental attitude towards drug and alcohol users and offenders • To have a passion for excellence • To have a flexible approach to work • To work in accordance with the company values at all times | |
| Customer Focus | <ul style="list-style-type: none"> ▪ Be friendly, smiley, sociable and welcoming to all who enter the service, demonstrating enthusiasm and energy. | |

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| | <ul style="list-style-type: none"> • Remain calm, patient and polite at all times • Be helpful and go out of your way to help our service users and their families, carers and significant others. | |
| Drive | <ul style="list-style-type: none"> ▪ Be confident and self-motivated • Demonstrate passion, commitment and enthusiasm to recovery • Welcome and embrace change, with a positive attitude • Be able to work unsupervised in a busy environment | |
| Personal Integrity | <ul style="list-style-type: none"> ▪ Be honest and reliable • Be trustworthy and respectful • Be personally well presented • Maintain excellent time-keeping and attendance • Be professional at all times | |
| Teamwork | <ul style="list-style-type: none"> ▪ Can work effectively in a team • To be respectful and considerate to colleagues and service users • To enthusiastically support the team in pursuit of collective goals • Always be a good team player • Build and maintain good relationships with all team members • Work together with the team to ensure that the Nottingham Recovery Network is the best it can be • Be willing to take on jobs to balance the team workload • Be able to communicate well with people of all levels | |
| Other | <ul style="list-style-type: none"> ▪ Flexible approach to work | |

Terms & Conditions (Part 4)

| Terms & Conditions of Employment | |
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| Position | Family and Carers Recovery Worker |
| Location | Nottingham Recovery Network – Nottingham City |
| Hours | 37 hours per week. In addition to your normal hours of work, you are required to work any necessary additional hours for the proper performance of your duties. This may include evening or weekend working. |
| Contract Type | Permanent |
| Salary | Salary £29,970 (pending review) |
| Pension | Auto Enrolment |
| Probation Period | 6 months |
| Holiday Entitlement | Holiday entitlement in any holiday year is 27 days. This is in addition to Bank Holidays. |
| Notice | Following successful completion of the probationary period, staff are required to give one month's notice in writing to terminate their employment with the Company. During the first month of the probationary period, either the Company or staff member may give one day's notice to terminate |

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| | their employment. After one month's service and up to satisfactory completion of the probationary period, the Company or staff member may terminate their employment by giving one week's notice. |
| Conditions | <ul style="list-style-type: none"> • Two satisfactory professional, written references, one of which must be the last employer • Satisfactory Enhanced DBS Check • Evidence of Right to Work in the UK |

Acceptance

The above job description is not all encompassing and is subject to regular review

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| Signature of Post Holder | <p>I have read and accept the duties and responsibilities outlined in this job description.</p> <p>Signature: _____</p> <p>Print Name: _____</p> <p>Date: _____</p> |
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