



Empowering people experiencing multiple barriers to achieve positive change.

Job Description

Title of post:	Recovery Support Worker- (Expert by Experience)
Location:	Salem Street
Responsible to:	Service Manager
Salary Scale:	£18,525 p/a full time- (fixed term until 31/03/2023) (£9,880 for 20 hours)
Hours of Work:	20 hours worked over 4/5 days The post holder is expected to be flexible with regards to working hours in order to meet the requirements of the post. 30min unpaid lunch break
Annual Leave:	32 working days FTE plus bank holidays (pro rata)
Special Provisions:	The post is subject to the successful applicant applying and paying for an enhanced disclosure and barring check, the results of which would not necessarily exclude applicants from consideration.

ROLE PURPOSE

An exciting opportunity has arisen to work in a new service, as a Recovery Support worker, supported by a Senior Navigator, Navigators, and the Service Manager, delivering support to people who primarily have a substance need and a range of other needs.

The project aims to improve the lives and wellbeing of people with multiple needs who find it difficult to engage in services, revolve in and out of services or are excluded from services. Navigators will work in an outreach capacity to help people who experience complex needs (Substance misuse, offending behaviour, perpetrators of domestic abuse and have learning needs) to access the services and the interventions that they need to build their resilience, gain confidence, and acquire the personal and social assets they need to meet their aspirations.

Key Duties and Responsibilities

- In respect of clients identified for the project to work closely with the Navigator, to provide assertive and persistent support to ensure effective engagement with relevant services to meet the client's needs, achieve goals and outcomes.
- Work closely with the police in offering solutions to behaviours identified.
- Liaise with the Navigation Team to identify clients who want to focus on their aspirations and goals.
- Build trust and good rapport with clients based on your own lived experiences.
- Work collaboratively with agencies, the client, and their personal support network to collate all relevant information to co-produce individualised and flexible support plans and risk assessments.
- Provide assertive and persistent support to ensure effective engagement with relevant services to meet client needs, achieve goals and personal aspirations.
- Regularly review and address barriers to progress and bring to the attention of staff any changes in presentation.
- Provide crisis intervention and work to identify and overcome triggers that may cause disengagement.
- Maintain appropriate client records and administrative systems linked to the service.
- Develop and maintain excellent working relationships with a range of partner organisations and services.
- Make recommendations to raise standards of practice and service delivery if required.
- Attend regular team meetings and other organisational meetings as required.

- Apply reflective practice skills to evaluate work carried out by self.
- Participate in personal and professional development, updating knowledge as appropriate.
- Fully participate in Bridge's supervision and support structures.
- Recognise one's own personal and professional limitations and boundaries and discuss these at supervision and related support meetings.
- To undertake any additional duties, as directed by management which are commensurate with this post.

Person Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Experience of working (employed or volunteer capacity) with people experiencing either homelessness, substance misuse, re-offending behaviour or mental ill-health needs. 	<ul style="list-style-type: none"> • Health and social care Level 2 or equivalent
Experience	<ul style="list-style-type: none"> • Demonstrate an understanding of the needs of chronically excluded and vulnerable people. • Excellent interpersonal skills and the ability to communicate clearly and concisely at all levels (both orally and in writing) • Lived Experience of Addiction 	<ul style="list-style-type: none"> • Personal experience of social exclusion or recovery. • Experience of lone working and personal safety. • Experience of working with and managing risk therapeutically. • Previous experience of working within a partnership environment or with other agencies.
Knowledge and Skills	<ul style="list-style-type: none"> • Willingness to work flexibly in terms of hours, including out of office hours. • Committed to own professional development. • Able to travel independently within Bradford. • Willingness to keep abreast of relevant professional developments and to undertake training for the post. • The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation. • Willingness to undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development. • Conform to standards of dress, which reflects a professional service. • 	<ul style="list-style-type: none"> • Knowledge of causes and effects related to social inclusion and the barriers that can prevent access to services. • Ability to identify discrimination in its many forms. • Demonstrate an understanding of the needs of chronically excluded and vulnerable people. • Knowledge of the range of services available for people with multiple and complex needs. • Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children.
Other attributes	<p>Possesses the following personal qualities</p> <ul style="list-style-type: none"> • Tenacity • Confident 	<ul style="list-style-type: none"> • Full drivers licence and access to car. • Willingness to work within a performance managed environment and contribute to performance

Person Specification	Essential	Desirable
	<ul style="list-style-type: none"> • Optimistic • Self- Aware • Adaptable • Flexible • Reliable • Consistent • Embraces Change • Enjoys Social Interaction • Manages Stress efficiently <p>Has strong Professional Boundaries</p>	<p>reporting.</p> <ul style="list-style-type: none"> • IT literate i.e. able to use Microsoft Office packages including Word and Outlook. • Willingness to contribute to the training and development of others.

Key Behaviours	<p>Works Proactively Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.</p>
	<p>Leads Change & Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.</p>
	<p>Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.</p>
	<p>Client & Customer Focused Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).</p>
	<p>Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.</p>
	<p>Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.</p>
	<p>Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.</p>
	<p>Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.</p>