BRIC Coordinator

(Salary as advertised)

Islington   **37.5 hours per week**   **Permanent**

1. Main purpose of the role

The BRIC (Building Recovery in Communities) Coordinator will improve outcomes for service users' by creating and enhancing reintegration opportunities both internally and externally. They will develop, implement and create a range of opportunities using a phased and layered approach. The main focus of the post will be to:

▶ Recruit, train and nurture volunteers, peer mentors and service user representatives to build capacity and visible recovery across the borough.
▶ Engage and create strong partnerships with the voluntary and community sector, including Jobcentres and Work programmes.
▶ Support the development and nurturing meaningful service user involvement in line with WDP's central lead and strategic priorities.
▶ Ensure the delivery of a diverse range and suitable recovery and abstinence-based interventions across the borough.
▶ Ensure that all interventions are evidenced-based and recovery-orientated.
▶ Create pathways for Education, Training & Employment (ETE) opportunities and ensure strong links are made with the Jobcentre Plus, Work Programmes, local businesses and employers.
▶ Develop partnerships with stakeholders who support our aims to develop opportunities for service users.
▶ Ensure the team works to SLA, KPI and Service targets in particular numbers accessing treatment.
▶ Take an active role in the local leadership team and be a strong role model for you team.
▶ Facilitate, report on and take ownership of regular service user consultation.
▶ Work with WDP's Recovery in Action (RIA) team to coordinate, implement and deliver their programmes in the borough in partnership with the local leadership team.

This post is based in Islington but travel to a range of services/locations within the borough will be integral to the role to ensure quality and consistency across these programmes.

The post holder will work 37.5 hours per week and organise working time in such a way as to complete tasks within the working week.

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2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to** Recovery Service Team Leader
- ▶ **Line manages** Apprentice Health Trainer, Complimentary Therapies Coordinator, ETE Lead and the Peer Mentor and Volunteer Lead

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                    Recovery Service
                      Team Leader
                           │
                    ┌──────────────┐
                    │     BRIC     │
                    │  Coordinator │
                    └──────────────┘
     ┌──────────────┬──────┴───────┬──────────────┐
  Apprentice    Complimentariy     ETE Lead    Peer Mentor and
Health Trainer    Therapies                    Volunteer Lead
                 Coordinator
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Working relationships:

- ▶ Line Manager
- ▶ Recovery Practitioners
- ▶ Service Users
- ▶ Volunteers
- ▶ Peer mentors

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              Line Manager
   Peer Mentors          Recovery
                        Practitioners
            BRIC
         Coordinator
   Volunteers          Service Users
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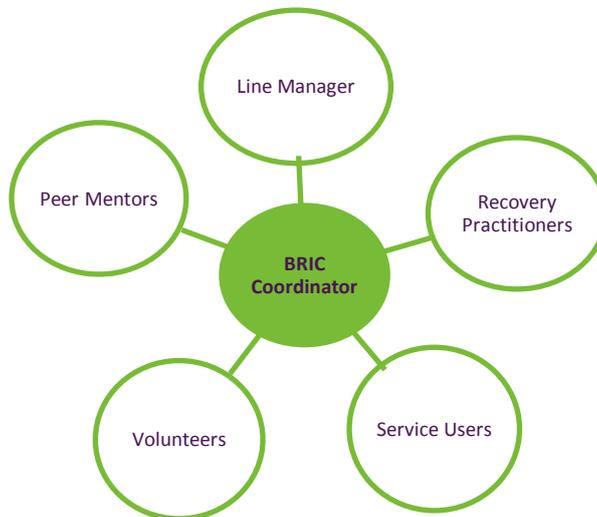
3. Role-specific responsibilities

3.1	To create and embed service user involvement across the service to co-produce forums, work plans and activities that are meaningful.
3.2	To provide line management, support and training to develop staff roles.
3.3	To internally verify candidates' work for qualifications offered as part of the programme.

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3.5	To participate in multi-disciplinary meetings, both on site and in the community, relating to service user management and successful reintegration into the community.
3.6	To work in collaboration with lead provider and partner services to ensure effective coordination and delivery of recovery-orientated drug treatment.
3.7	To establish, maintain and support the success of targeted recovery-focused satellites across the borough.
3.8	To act as a safeguarding champion within the service in collaboration with the Service Manager and Hidden Harm Worker and gate-keep safeguarding referrals (adults and children).
3.9	To work with the local leadership team and WDP Quality Directorate to facilitate and conduct regular internal audit processes.
3.10	To work with the local leadership team to identify and develop additional capacity and referral pathways.
3.11	To ensure all service users are fully risk assessed and risk management is effectively delivered.
3.12	To motivate and lead practitioners to achieve a range of successful outcomes using a variety of tools and interventions.
3.13	To conduct regular practice observations and ensure feedback and learning is implemented in future practice.
3.14	To ensure the successful delivery of Recovery in Action programmes including a motivational course (NOVA), Peer Mentor training (OCN Level 2 Award in Peer Mentoring), self-employment training (SEEDS) and employability training (GSB into Work including OCN Level 2 Award in Self Development).
3.15	To recruit and train a quota of volunteers, peer mentors and service user representatives.
3.16	To map resources, networks and services that support service users and keep this information up-to-date.
3.17	To develop a Recovery Guide in partnership with the independent service user forum twice a year.
3.18	To contribute and maintain the Voluntary Action Islington (VAI) Directory and create an equivalent based on service user engagement trends and preferences.
3.19	To arrange and facilitate quarterly 'Meet the Stakeholder' events for Voluntary & Community Services (VCS) organisations.
3.20	To arrange and facilitate monthly stakeholder introduction open days.
3.21	Providing training to VSC organisations in the borough.
3.22	**General accountabilities** ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures

- To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.
- To comply with Infection Prevention and Control policies
- To observe professional integrity in relationships with all stakeholders
- To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.

4. WDP's commitment to you

WDP works within the following framework and requires all employees to do the same.

4.1	Equal Opportunities

WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.

4.2	Recovery

WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.

4.3	Career Development and Progression

At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.

4.4	Safeguarding

WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.

4.5	Care Quality Commission (CQC)

Many of WDP's services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.

5.	Your commitment to WDP

5.1	WDP Vision, Mission and Values
	Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.
5.2	Vulnerable children and adults
	Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.
5.3	Boundaries and behaviours
	Observing professional integrity in relationships with service users, peers and other relevant professionals.
5.4	Health & Safety
	Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.
5.5	Confidentiality
	Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.
5.6	Information Governance
	Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.
5.7	Continuous Professional and Personal Development
	Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.

The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.

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Person specification

Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).

Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.

E/D

Measured by

	1.	**Education, knowledge and experience**		
	1.1	At least two years' experience of working in a substance misuse setting or similar in a developmental and managerial role.	E	A/I
	1.2	Knowledge and understanding of substance misuse and offending, and the issues this raises in relation to service development, education, training and employment.	E	A/I
	1.3	Up-to-date knowledge of best practice approaches to volunteering, peer mentors and/or service user involvement.	E	A/I
	1.4	Qualified as a counsellor and/or psychotherapist on a training accredited by the BACP, UKCP or BABCP. To have a counselling supervision qualification, recognised by the above bodies, and have at least one year's post qualifying supervisory experience.	D	A/I
	1.5	Proven ability to develop effective relationships with various stakeholders to effective pathways for disadvantaged service user groups.	E	A/I
	1.6	Experience in delivering group work and or staff training.	E	A/I
	1.7	Understanding of the requirements and processes involved in operating as an accredited training provider and familiarity with: • Functional Skills and ITQ delivery and qualifications • OCN's Level 2 Award in Peer Mentoring and Employability • Other accredited programme types	D	A/I
	1.8	Experience of internal verification for candidates work with awarding bodies.	D	A/I
	1.9	Understanding of the changing and dynamic environment within which we deliver services.	D	A/I

1.10	A relevant and recognised professional qualification.	D	A/I
1.11	Experience of service improvement through robust management structures and effective line management.	D	A/I
2.	**Abilities and skills**		
2.1	Ability to complete all necessary WDP mandatory training and qualifications.	E	A/I
2.2	Ability to complete management level training.	E	A/I
2.3	Ability to deliver successful outcomes for service users within a challenging performance driven environment.	E	A/I
2.4	Excellent interpersonal and people management skills, evidenced through appropriate training and experience.	E	A/I
2.5	Proven ability to develop and work with a range of partners.	E	A/I
2.6	A proven ability to evidence individual and service improvement through robust management structures and effective line management supervision.	E	A/I
2.7	Ability to manage change successfully in a way that prioritises the needs of service users.	E	A/I
2.8	Ability to liaise and work in partnership with a wide range of professionals and agencies.	E	A/I
2.9	Ability to communicate complex information to individuals and groups in a way that is easily understood.	E	A/I
2.10	The ability to work collaboratively with others (internally and externally).	E	A/I
2.11	A high degree of personal IT competency as well as excellent verbal and written communication skills.	E	A/I
2.11	An ability to keep abreast of the developments in WDP's areas of operation and to share those developments with team members.	E	A/I
3.	**Working within WDP's framework of commitments to employees**		

3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4.	**Key competencies**		
4.1	Establishing Focus	E	A/I
4.2	Provide Motivational Support	E	A/I
4.3	Fostering Teamwork	E	A/I
4.4	Empowering Others	E	A/I
4.5	Developing Others	E	A/I
4.6	Managing Performance	E	A/I
4.7	Excellent Communication (written, oral, persuasive, influencing, interpersonal awareness)	E	A/I
4.8	Building Collaborative Relationships	E	A/I
4.9	Service User Focus	E	A/I
5.	**Equality, diversity, vision, mission and values**		
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I

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5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
6.	**Circumstances**		
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
6.2	A flexible approach to workload.	E	A/I

			Authors		
	Version number	Date	Initials	Initials	Initials
	1.0	October 2015	CM		
	1.1	June 2016	CM		
	1.2	12/12/2017	DDS	RO	
	1.3	18/01/2018	RO	DK	
	1.4	12/03/2018	KB		
	1.5	22/03/2018	HM		
	1.6	27/06/2018	RO	EC	