



# Recovery Practitioner

(Salary as advertised)

**Kingston**

**37.5 hours per week**

**Permanent**

## 1. Main purpose of the role

### About WDP and Kingston

- Our mission is to change lives by freeing people from habitual or increasing use of substances including alcohol by providing the best **advice, support and treatment** to those affected by **drug and alcohol** use via an **evidence-based** approach.
- We are passionate about **helping people** affected by problematic **drug and alcohol** use, and seek to innovate and inspire **positive change**. We are committed to **diversity** and working with **integrity in partnership** to improve the lives of those who are **socially excluded**.
- **The Kingston Wellbeing Service** provides a range of integrated specialist substance misuse treatment services to the residents of Kingston. The service is delivered from the **Surbiton Health Centre and at locations across the community**. As an integrated service, we actively promote **recovery** and work with individuals, those affected by someone else's substance misuse and the local community to improve the **health, wellbeing and functioning** of Kingston residents.

The post holder will deliver a range of interventions to support service users at every stage of their treatment and recovery journey, working effectively with service users, carers, professionals and other community based services to deliver comprehensive packages of support.

As part of an integrated recovery service, the post holder will ensure that psychosocial, pharmacological and recovery support interventions are delivered as part of single, cohesive recovery plan, drawing on the skills and expertise of the multi-disciplinary team and working collaboratively to achieve positive outcomes.

You will work 37.5 hours per week and will need to demonstrate a high degree of flexibility in order to respond to the service needs within this crucial aspect of the treatment model

## 2. Reporting and working relationships

### Reporting relationships:

- ▶ Reports to Team Leader



### Working relationships:



## 3. Role-specific responsibilities

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### Summary

- ▶ To carry out screening, triage and comprehensive substance misuse assessments, risk assessments with service users accessing the service
- ▶ To identify the needs of service users' family members and significant others, involving them in service users' recovery plans where appropriate and facilitate their access to appropriate support for carers

- ▶ To actively promote and undertake a range of harm reduction interventions including alcohol screening, BBV screening, vaccination and treatment, offering harm reduction advice and engaging service users through the Needle Syringe Programme
- ▶ To provide duty cover for the service in order to support service users presenting to the service unexpectedly, in crisis or seeking to access support for the first time
- ▶ To provide advice, information and brief interventions to service users as appropriate
- ▶ To work with clients to draw up comprehensive Recovery Plans that address the needs of the individual and their family members/carers and utilise the full range of services available within Kingston Wellbeing Service and externally
- ▶ To carry a client caseload and undertake a variety of care coordination responsibilities; supporting clients throughout their treatment journey and providing structured 1-1 key-working to all clients engaged in treatment
- ▶ To support individuals to achieve key treatment outcomes using a variety of evidence-based approaches and tools such as ITEP Mapping, Motivational Interviewing, and Relapse Prevention.
- ▶ To carry out regular Recovery Plan reviews, attend and co-ordinate multi-disciplinary review meetings both within the service and with external parties where appropriate, and provide detailed reports for clients involved with statutory services
- ▶ To build and develop service users' personal strengths, social networks and recovery capital (social, physical, human and cultural).
- ▶ To issue clients prescriptions under either direct or indirect supervision following KWS guidelines
- ▶ To monitor, where indicated, service users' on-going illicit drug and the impact this may be having on their mental or physical wellbeing, recording any changes in the service users records and reporting these to a registered practitioner, and to act appropriately on any advice given
- ▶ To monitor, where indicated, the impact that service users continued illicit drug use is having on their social wellbeing, including recording any offending behaviour reported by the service user or partner agencies
- ▶ To follow KWS and national policies/legislation in relation to the handling and storage of controlled stationery
- ▶ To develop and facilitate low threshold and structured group work programmes to support service users in their recovery and maximise outcomes
- ▶ To contribute positively to the development of the group work and activity programme within the service, using both evidence-based and innovative approaches to respond to identified needs
- ▶ To contribute to the development and delivery of a range of peer support interventions, including peer mentoring and peer led groups/activities.
- ▶ To provide access to treatment, low threshold support and structured interventions in a range of community settings across the Royal Borough of Kingston.
- ▶ To work proactively and flexibly to prevent service users from dropping out of treatment and to re-engage them if they do
- ▶ To carry out community-based aspects relating to criminal justice legislations including: Required Assessment, Restrictions on Bail, Drug Rehabilitation Requirements and assessments, Alcohol Treatment Requirements and assessments, and to liaise with the

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|  | <p>relevant criminal justice agencies e.g. prisons, probation, HM Court Service, and offender management services.</p> <ul style="list-style-type: none"> <li>▶ To maintain accurate and timely service user records through the case management system in compliance with our Information Governance policy</li> <li>▶ To fulfil all duties and responsibilities in relation to the safeguarding of children and vulnerable adults, identifying risks and taking appropriate action in accordance with local and organisational policies.</li> <li>▶ Work collaboratively with all partners in the service to ensure effective coordination and delivery of care and promotion of recovery focussed treatment</li> <li>▶ To develop and maintain effective working relationships with stakeholders including criminal justice agencies, local authority and health services, specialist treatment providers and community support services</li> <li>▶ Recognise and respond appropriately to aggressive, inappropriate or challenging behaviour in line with KWS policies</li> <li>▶ To contribute to the delivery, development and supervision of a range of aftercare and community reintegration activities both on-site and in the community</li> </ul> |
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| 3.2 | <p><b>General accountabilities</b></p> <ul style="list-style-type: none"> <li>▶ To ensure relevant service standards are met; those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with WDP policy and within the organisational clinical governance framework.</li> <li>▶ To be an active and positive member of the team</li> <li>▶ To participate constructively and positively in staff and other meetings</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>▶ To comply with WDP's policies and procedures</li> <li>▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.</li> <li>▶ To comply with Infection Prevention and Control policies</li> <li>▶ To observe professional integrity in relationships with all stakeholders</li> <li>▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.</li> </ul> |
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## 4. WDP's commitment to you

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

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| 4.1 | <p><u>Equal Opportunities</u></p> <p>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.</p> |
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| 4.2 | <p><u>Recovery</u></p> <p>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.</p>  |
| 4.3 | <p><u>Career Development and Progression</u></p> <p>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.</p>  |
| 4.4 | <p><u>Safeguarding</u></p> <p>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.</p>   |
| 4.5 | <p><u>Care Quality Commission (CQC)</u></p> <p>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.</p> |

## 5. Your commitment to WDP

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| 5.1 | <p><u>WDP Vision, Mission and Values</u></p> <p>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.</p>  |
| 5.2 | <p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>  |
| 5.3 | <p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>  |
| 5.4 | <p><u>Health &amp; Safety</u></p> <p>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.</p> |
| 5.5 | <p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>   |

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| 5.6   | <p><u>Information Governance</u></p> <p>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.</p>   |
| 5.7   | <p><u>Continuous Professional and Personal Development</u></p> <p>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.</p> |
| <p><i>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.</i></p> |  |

**E/D    Measured by**

**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.

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| <b>1.</b> | <b>Education, knowledge and experience</b>   |   |     |
| 1.1       | NVQ Level 3 in Health and social care or equivalent or ability to complete this qualification.   | E | A/I |
| 1.2       | Experience of safeguarding both children and vulnerable adults. A basic understanding of legislation of both and a willingness to undertake further training.                        | E | A/I |
| 1.3       | A commitment to establishing partnerships with other professions to achieve good outcomes for the client group e.g. criminal justice agencies, community groups, treatment services. | E | A/I |
| 1.3       | An understanding of harm reduction approaches and their application across a variety of substances including prescribing requirements.   | D | A/I |
| 1.4       | Experience of conducting assessments and developing, implementing and evaluating SMART care plans.   | D | A/I |
| 1.5       | Experience of conducting risk assessments and developing, implementing and evaluating risk management plans  | E | A/I |

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| 1.6       | A demonstrable commitment to the on-going development and evaluation of Interventions and services, including the development of Peer Mentors and Volunteers.                         | E | A/I |
| 1.7       | An understanding of the requirements of the Data Protection Act and other related legislation, and the obligations on services in relation to managing and sharing client information | E | A/I |
| 1.8       | Knowledge of required standards, as laid out by the Care Quality Commission (CQC) and National Institute for Clinical Excellence (NICE).  | E | A/I |
| 1.9       | Experience of developing and delivering group work programmes   | D | A/I |
| <b>2.</b> | <b>Abilities and skills</b>   |   |     |
| 2.1       | Excellent written and verbal communication skills.  | D | A/I |
| 2.2       | Ability to deliver 1-1 psychosocial interventions with clients at different stages of behaviour change, make appropriate assessment of need and draw up appropriate support packages  | E | A/I |
| 2.3       | The ability to accurately record statistics for data purposes and to work to deadlines for the submission of information, e.g. reports  | E | A/I |
| 2.4       | Ability to engage, motivate and support vulnerable individuals through group and one-to-one interventions using a variety of interventions including Motivational Interviewing.       | E | A/I |
| 2.5       | Excellent time management skills, ability to work on own initiative, manage competing priorities and consistently maintain high standards   | E | A/I |
| 2.6       | Proven commitment to working flexibly in order to respond to service needs i.e. working hours, work settings  | E | A/I |
| 2.7       | Proven ability to work on one's own initiative and as part of a team  | E | A/I |
| 2.8       | Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives                                  | D | A/I |
| 2.9       | A high degree of personal IT competency as well as efficient written and oral communication skills.   | E | A/I |

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| 2.10   | Ability to maintain a consistently reliable standard of work and working to short deadlines.   | D | A/I |
| 2.11   | Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives. This will include taking a proactive role in weekly team and MDT meetings. | E | A/I |
| 2.12   | Ability to manage change successfully in a way that prioritises the needs of service users   | E | A/I |
| <b>3. Working within WDP's framework of commitments to employees</b> |  |   |     |
| 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 |
| <b>4. Equality, diversity, vision, mission and values</b>            |  |   |     |
| 4.1  | An empathy for and understanding of our mission, vision and values.  | E | A/I |
| 4.2  | Commitment to equal opportunities and overcoming barriers to diversity and equality.   | E | A/I |

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| 4.3                     | Experience of working with people from a range of social, cultural and ethnic backgrounds.            | E | A/I |
| 4.4                     | Experience and commitment to supporting and working within diversity awareness environments.          | E | A/I |
| <b>5. Circumstances</b> |   |   |     |
| 5.1                     | Able to travel as required for the role and attend meetings and other activities outside office hours | E | A/I |
| 5.2                     | A flexible approach to workload.  | E | A/I |



|  |                |            | Authors  |          |      |
|--|----------------|------------|----------|----------|------|
|  | Version number | Date       | Initials | Initials | Year |
|  | 1.2            | 16/10/2018 | JD       |          | 2018 |
|  | 1.1            | 31/3/2017  | CM       |          | 2017 |
|  | 1.0            | 1/3/2017   | CM       |          | 2017 |