

Job Description

Service	Catalyst
Job Title	Recovery Worker
Reports to	Deputy Manager
Base	Woking and travel in and around Surrey
Hours	Full time
Salary	£25,000 - £29,000 per annum
Organisation	<p>It's not just about what we offer, but how we offer it.</p> <p>Catalyst is a non-profit organisation working with people to support their health and wellbeing.</p> <p>Established in Guildford for over 30 years, we provide services alongside a variety of statutory and Voluntary, Community and Social Enterprise (VCSE) colleagues in Surrey and its borders.</p> <p>We believe change is achievable when offered by a flexible, respectful, inclusive and a non-judgemental approach.</p> <p>Our values are Kindness, Integrity and Commitment.</p>
Purpose of Job	<p>Within this role you will provide a high standard of trauma-responsive advocacy and support to women in contact with, or at risk of being in contact with the criminal justice system with a specific focus on Substance Misuse. You will be able to travel around Surrey when necessary, providing outreach support and attending meetings both with and behalf of clients.</p> <p>You will manage a caseload of women who suffer from multiple disadvantage with a focus on substance misuse.</p> <p>There will be the opportunity for you to contribute to the design, coordination and delivery of both one to one and group interventions to assist women to achieve their goals.</p> <p>This role will enable you to participate in the delivery of training to colleagues and partners on Substance Misuse and actively provide specialist advice and support in this area to colleagues.</p> <p>You will routinely undertake risk assessments and complete accurate and factual records, following the Women's Support Centre case management processes and make safeguarding referrals to appropriate agencies when necessary.</p>

This post is subject to a Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Key Activities:

General

- To build and maintain relationships with staff, volunteers, clients, stakeholders and key suppliers
- To be able to positively promote Catalyst services to all stakeholders and attend meetings and events on behalf of Catalyst
- To be organised and efficient with work and able to prioritise accordingly
- To be creative and passionate about all Catalyst services
- To respond to issues and incidents appropriately
- To create or update key information with clear and consistent messaging as directed
- To ensure the reputation of Catalyst is upheld and represented appropriately

Job Role Specific

- Provide high-quality, trauma-responsive advocacy and support to women in contact with, or at risk of being in contact with the criminal justice system with a specific focus on Substance Misuse
- Design, coordinate and deliver one to one and group interventions to assist women to achieve their goals
- Complete safeguarding referrals where appropriate and support women's safety through involving them in the safeguarding process
- Take a collaborative multi-agency approach to supporting women, including representing and supporting women at multi-agency meetings
- Involve women in the design and delivery of interventions, ensuring that they are at the heart of the work at all times
- Undertake all aspects of case management and recording including developing and documenting individual support plans with women
- Work in line with Data Protection legislation, maintaining confidential service-user records of interventions and contact details
- Complete client work in line with the Women's Support Centre's core values
- Ensure women are supported to achieve independence through structured intervention planning and strengths-based support and appropriate onward referrals
- Support in the collation and production of reports as requested, including ensuring that appropriate recording, monitoring and evaluation of work is completed to set deadlines
- Develop and utilise a variety of strategies to communicate effectively with women using our services, colleagues, external organisations, stakeholders and the general public
- Be responsible for establishing and maintaining professional relationships internally and with other relevant statutory and voluntary sector agencies
- Develop educational materials to support women and external partners to better understand Substance Misuse
- Attend and prepare for regular line management meetings, including performance development reviews.
- Attend regular clinical supervision
- Take responsibility for self-care and managing vicarious trauma, promoting the importance of self-care both internally and externally
- Maintain up-to-date knowledge and awareness of developments in relevant public policy and legislation by attending relevant training courses, meetings and conferences
- Maintain and improve competencies through continuous professional development
- Abide by all organisational policies, codes of conduct and practices
- Support and promote inclusion, diversity and equality of opportunity in the workplace
- Treat with confidentiality any personal, private or sensitive information about individual organisations, clients, staff and project data

General terms of reference:

In carrying out the above duties the post holder will:

- Work collaboratively across the organisation to offer support to all main functions
- Be committed to the role and support Catalyst to be the most efficient it can be
- Be someone who believes in fairness and conducts themselves with integrity
- Work flexibly across operational sites, including working from home arrangements in agreement with your line manager, as required which may include evening and weekend work
- Be motivated to improve personal performance, outcomes, contribution, knowledge and skills
- Be professional when partaking in Management, Trustee Board and other work related team meetings; appraisals, workforce development and supervision processes
- Keep abreast of developments in services, legislation and identify good practices where appropriate
- Contribute to maintaining safe systems of work and a safe environment for all staff on site or working remotely
- Represent Catalyst at external agencies/meetings and support our values and the culture of Catalyst
- Assist in ensuring GDPR compliance throughout the service
- Adhere to health and safety compliance, ensuring timely and accurate record keeping
- Adhere to confidentiality policy
- Undertake other duties appropriate to the grade of the post

PERSON SPECIFICATION

Job Title: Specialist Substance Misuse Worker

Criteria	Standard	E/D	Measure
Education & training	• Significant experience of working with women affected by Substance Misuse, including evidence of recent continuing professional development in Substance Misuse provision and support	E	N/A
	• Specialist Substance Misuse training to work with women with experiences of Substance Misuse, ideally to Level 3	D	
	• Trained in SMART recovery group facilitation, or be willing to undertake SMART training	D	
Experience	• Significant experience of working with women with experiences of Substance Misuse	E	I/A
	• Supporting women with a range of intersecting needs in a trauma-informed manner	E	I/A
	• Providing support around benefits, homelessness and mental health	E	I/A
	• Up to date understanding of safeguarding practice, policy and procedures	E	I/A
	• Knowledge of the impact that contact with the criminal justice system may have on women	E	I/A
	• Understanding of the root causes of women’s offending and the importance of women specific provision	E	I/A
	• Thorough understanding of the impact of trauma and of how to work in a trauma-informed way	E	I/A

PERSON SPECIFICATION

Job Title: Specialist Substance Misuse Worker

Special skills	<ul style="list-style-type: none"> • Able to converse at ease with clients and provide advice in accurate spoken English • Engaging and motivating clients and working with a strengths-based approach • Problem-solve difficult situations and deal with them calmly and effectively • Self-motivated with confidence to work alone but can also work co-operatively and flexibly as part of a team • Ability to prioritise and manage own time and workload • Meticulous case recording including accurate note taking and ability to summarise information to identify key themes • Ability to manage multiple demands • Ability to contribute to the development of the project and think innovatively • IT skills at a level that supports report writing, email, internet, and use of a database 	E E E E E E E E E	I/A I/A I/A I/A I/A I/A I/A I/A I/A
Motivation	<ul style="list-style-type: none"> • Passion to work with women suffering multiple disadvantage • Understanding of equality, diversity and inclusion and a commitment to working in a way that promotes social justice and feminism • Up to date knowledge of the legal rights of women experiencing Substance Misuse, including within the context of the criminal justice system 	E E E	I/A I/A I/A
Personality	<ul style="list-style-type: none"> • Personal resilience and the ability to stay focused in a rapidly changing environment • Works well in a team with a flexible approach to work • Commitment to anti-discriminatory practice and equal opportunities and an ability to apply awareness of diversity issues to all areas of work 	E E E	I/A I/A I/A
Special requirements	<ul style="list-style-type: none"> • Travel across Surrey to outreach appointments and partnership offices • Interested and motivated to further own skills and knowledge • Valid full driver's licence and use of a car with business insurance 	E E E	I/A I/A I/A

Key: E = Essential, D = Desirable, A = Application Form, I = Interview

Candidate Screening: Rehabilitation of Offenders Act 1974 doesn't apply Disclosure and Barring Service check: Enhanced

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

Please note:

- This job description may be varied from time to time as agreed by the post holder and line manager.
- This job description is subject to annual review.