

Job Description – Recovery Coach



DBS Clearance	<ul style="list-style-type: none"> Enhanced with V&B for both children and adults' workforce
<p>Travel Footprint</p> <p>(geographical area you are expected to travel to for meetings, delivery, training)</p>	<p>All staff will travel to compulsory countywide staff meetings which usually take place twice a year (with over 4 months' notice regarding planning for part time staff). In addition, you will be expected to travel within a footprint (frequency and times of day will relate to role but are likely to include out of hours travel to accommodate meetings starting at 9am/support sessions finishing at 7pm). Your geographical footprint is:</p> <ul style="list-style-type: none"> Cumberland
Office Base	<p>Choose from:</p> <ul style="list-style-type: none"> You will be allocated space to work from one of our offices in either Barrow/Carlisle/Kendal/Workington (the one nearest your home address) but you may be required to travel to other offices on occasion.
Flexible working	<p>CADAS is committed to agreeing flexible working arrangements, provided that the needs and objectives of both the organisation and the employee can be met.</p>
Working hours	<p>30 to 37.7 hours (to be discussed at the interview)</p>
Contract Type	<ul style="list-style-type: none"> Fixed term for 2 years then becomes permanent
CADAS role profile matrix*	<ul style="list-style-type: none"> This role sits within the profile matrix – Delivery Team

Job Purpose

To work as part of a team to provide 1-1 assessment and support to clients who suffer from addictive behaviours from referral through to sustained recovery and after-care, through either face-to-face at the centre, over the telephone or video call as part of CADAS' objective to reduce the harm caused by substance use for individuals, families, and communities across Cumbria. Through the Group Pathway, facilitate Peer Support group sessions helping clients who are struggling with addictive behaviours to maintain and sustain their recovery journey.

Principal Duties

1:1 (adults or young people)

Peer support group facilitation

- Carry out Support Assessment & Plan sessions and 1-1 support to support clients throughout their time with CADAS from referral in for assessment through to sustained recovery – including risk assessments and safeguarding.
- Establish, develop and deliver Peer Support Group sessions for clients who are struggling with problematic addictive behaviours, providing a safe environment to support sustained recovery, promote engagement, encourage self-esteem, well-being, self-responsibility and enhanced motivation.
- Signposting clients to appropriate resources, services and support, locally and online, both internal and external to CADAS.
- Working positively with a wide range of organisations and groups to support clients, including providing advice, information and reports as appropriate.
- Maintaining specified caseload and managing competing work priorities according to objectives set with line manager.
- Maintaining accurate and up-to-date client records and recording, processing, storing and disclosing information as appropriate.
- Supporting CADAS volunteers in their training and in their delivery of client support.
- Reflecting on and developing practice, attending clinical supervision and contributing to and taking part in regular performance appraisals.
- Working flexibly across the local area as required to deliver this role.
- Ensure Safeguarding, Equality & Diversity, GDPR and Policy/Procedures compliance.
- Keep accurate and timely recording and monitoring systems to feed into organisational reporting to CEO, Board and funders.
- Ensure compliance with all CADAS Policy and Procedures relevant to role.

Recovery Coach, with agreement from Line Manager to deliver 1 extra service area from below:

Health Promotion events

- To plan, organise and be present at key local events with a wide range of relevant information and activities in relation to our health and wellbeing messages.

Young people's educational workshops

- To plan, organise and communicate with schools or youth clubs to deliver educational workshops. Either develop or utilise CADAS presentations to deliver on a range of addictions providing education, harm reduction and how to stay safe.

Adult training workshops

- To plan, organise and communicate with CADAS Training Team Leader or directly with employers/professionals to deliver Adult educational workshops on a range of topics. Utilise CADAS presentations to deliver on a range of addiction topics.

This job description is indicative only and is not contractual, and the post will continue to evolve as priorities develop.

This job description will be reviewed every 12 months.

General

Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant CADAS' policies are met in respect of information held on CADAS' computerised systems and in relation to the storage, removal and destruction of such information.

Safeguarding

It is imperative that all staff members are aware of and are able to effectively respond to Safeguarding issues and concerns in line with CADAS' policy, procedure and relevant legislation. All members are required to declare both at application stage and on-going thereafter as circumstances may change, any convictions including spent convictions in line with the requirements of Rehabilitation of Offenders legislation.

Equality & Diversity

It is the aim of CADAS to ensure that no job applicant or employee receives less favourable treatment on grounds of **age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation**, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, there is an Equality & Diversity Policy in place and it is for each employee to contribute to its success.

Data Protection

If required to do so, obtain, process and or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific register purpose and to use or disclose data only to authorised persons or organisations as instructed. All staff members are expected to adhere to the

regulations regarding the GDPR, in accordance with CADAS' policies and procedures.

Health and Safety

All Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974). CADAS' Health & Safety policy or regulations are applicable to the work place and food hygiene legislation to ensure that the agreed safety procedures are carried out to maintain safe conditions for employees, clients and visitors. It is the general duty of every employee to take reasonable care of their own health and safety and that of others and to cooperate with management in meeting its responsibilities under the Health and Safety at Work Act. Any failure to take such care or the contravention of safety policy or managerial instructions may result in disciplinary action being taken.

Training Education and Development

All staff members are required to participate in any necessary training, supervision and development, to keep up to date with the requirements of the job and to meet the needs of the wider centre and organisations.

No Smoking

CADAS acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. Therefore, all staff members are required to adhere this and this includes the smoking of electronic cigarettes.

This job description is indicative only and is not contractual. The post will continue to evolve as priorities develop.

Person Specification: Recovery Coach

Experience	Essential/ Desirable	How assessed
Experience of supporting individuals affected by their own substance use or who are affected by someone else's.	Essential	Application interview
Experience in developing, monitoring and managing effective and supportive working and therapeutic relationships with a wide range of people in 1-1 and Peer Support Group sessions.	Essential	Application Interview
Experience of and the ability to respond to, risk to self, clients and others, including knowledge of safeguarding responsibilities and procedures	Essential	Application Interview
Experience of managing and de-escalating conflict in client work	Essential	Application Interview
Experience of recognising service delivery boundaries and when to signpost to other external agencies.	Essential	Application Interview
Ability to take responsibility for maintaining personal caseload and manage time effectively.	Essential	Application Interview
Skills and Knowledge Required	Essential/ Desirable	How assessed
Relevant counselling/therapeutic qualification appropriate to supporting people in recovery or with poor mental health OR when in post successful completion of CADAS Understanding & Working with Addictive Behaviours training (Parts 1 and 2)	Essential	Application
Excellent communication skills	Essential	Application Interview
Ability to work with a client to arrive at a shared understanding of the outcomes desired and formulate a plan of action.	Essential	Application Interview
Ability and willingness to respect and promote the equality, diversity, rights, and responsibilities of individuals	Essential	Application Interview
Ability to reflect on, and develop, therapeutic practice, individually and in supervision	Essential	Application Interview
Ability to maintain personal and professional boundaries	Essential	Application Interview
Administrative and organisational skills for the management of self – including computer literacy across a range of Microsoft 365 Applications – especially Teams, Word, PowerPoint, Excel etc	Essential	Application Interview
Performance Standards	Essential/ Desirable	
Strategic: The employee shows an understanding of how their objectives link to contracts, strategic plans and the importance of achieving goals	Essential	Application Interview
Professionalism: The employee demonstrates a professional demeanor in the workplace, including both their actions and language. The employee	Essential	Application Interview

also maintains respectful relationships with other employees, management and customers		
Teamwork: The employee actively helps other team members when necessary and appropriate. Employees may either ask for help or provide help to other employees	Essential	Application Interview
Problem solving: The employee demonstrates strong problem-solving skills when faced with an issue. The employee can think of creative solutions and is flexible when problem-solving	Essential	Application Interview
Quality: Employees ensure quality assurance through following policy, procedures and processes producing high quality work in accordance with quality assurance guidelines	Essential	Application Interview

Role Profile Standards		All essential	All essential
Level	Scope/range/responsibility	Skill expectations	Attitudinal expectations
Delivery Team	<ul style="list-style-type: none"> *Localised to W&F or Cumberland *Activities and capacity shaped by managers * Significant delivery to individuals or groups with corresponding admin 	<ul style="list-style-type: none"> *IT confident – ability to be shown new platforms and work with them after initial support *Literacy and functional maths to a level which enables written case studies, the completion of timesheets, achievement of CPD *Good communicator *Reflective practitioner 	<ul style="list-style-type: none"> *Open and honest *Flexible in approach *Resilient *Self-motivated *Proud to support the organisation *Able to embrace change *Displays a growth mindset *Sense of integrity

*CADAS Role Profile matrix

Level	Scope/range/responsibility	Skill expectations	Attitudinal expectations
Admin Team	<ul style="list-style-type: none"> *Localised to W&F, Cumberland or Countywide *Activities and capacity shaped by managers * Significant delivery of administrative tasks * Collaboration and delivering admin to internal and external stakeholders *Attention to detail and accuracy a high priority 	<ul style="list-style-type: none"> *IT confident – ability to be shown new platforms and work with them after initial support *Literacy and functional maths to a level which enables written case studies, the completion of timesheets, achievement of CPD *Good communicator *Reflective practitioner 	<ul style="list-style-type: none"> *Open and honest *Flexible in approach *Resilient *Self-motivated *Proud to support the organisation *Able to embrace change *Displays a growth mindset *Sense of integrity

Delivery Team	<ul style="list-style-type: none"> *Localised to W&F or Cumberland *Activities and capacity shaped by managers * Significant delivery to individuals or groups with corresponding admin *Delivers 3 or fewer of the following activities at any one time: <ul style="list-style-type: none"> • 1:1 (adults or young people) • Peer support group facilitation • Health Promotion events • Young people’s educational workshops • Adult training workshops 	<ul style="list-style-type: none"> *IT confident – ability to be shown new platforms and work with them after initial support *Literacy and functional maths to a level which enables written case studies, the completion of timesheets, achievement of CPD *Good communicator *Reflective practitioner 	<ul style="list-style-type: none"> *Open and honest *Flexible in approach *Resilient *Self-motivated *Proud to support the organisation *Able to embrace change *Displays a growth mindset *Sense of integrity
Delivery Team plus	<p>As above but delivers 4 or more of the following activities at any one time:</p> <p>1:1 (adults or young people)</p> <ul style="list-style-type: none"> • Peer support group facilitation • Health Promotion events • Young people’s educational workshops • Adult training workshops 	As above	As above
Co-ordinator	<ul style="list-style-type: none"> *Countywide role within defined thematic areas OR *Localised footprint with a broader range of thematic areas to manage simultaneously *Co-ordinates complex delivery activities on behalf of self or others *co-ordinates the activity of others *Supports a number of volunteers *Prioritisation of competing needs *Delivers internal presentations 	<p>As above including:</p> <ul style="list-style-type: none"> *Ability to motivate and steer the work of others (individuals and groups) online and in person *Can work on a task without prior experience or direct support/supervision *Initiative to resolve an issue independently *shares/handles concerns discreetly 	<p>As above including:</p> <ul style="list-style-type: none"> *Confidence in own abilities to approach new tasks *Motivates/enthuses others *Feels and acts part of the leadership team *Appreciation for the volunteer workforce
Team Leader	<p>As above including:</p> <ul style="list-style-type: none"> *Line management of other employees within the organisation Delivers internal and external presentations 	<p>As above including:</p> <ul style="list-style-type: none"> *HR processes competent – knowledge and experience *Understanding of group and team dynamics *Ability to review and develop own leadership style as appropriate *Competent delegation 	<p>As above including:</p> <ul style="list-style-type: none"> *Appreciation for the employed workforce *Role models what they expect from others *Commitment to Anti Oppressive Practice, fairness and equity
Senior manager	<ul style="list-style-type: none"> *Significant line management responsibilities *Countrywide footprint *Complex countywide and/or localised delivery management and responsibility for staff/buildings/volunteers/budgets/contracts 	<p>As above including:</p> <ul style="list-style-type: none"> *Ability to hold complex, competing workloads and priorities with minimal oversight/support 	<p>As above including:</p> <ul style="list-style-type: none"> *Ownership of collective problems and successes

	<p>*Overall responsibility for policies and procedures</p> <p>*Responsible for risk management/reputation/safeguarding/income generation</p>	<p>*high level IT, literacy and numeracy to be used in policies, budgets, internal/external reports</p>	<p>*Commitment to continuous service improvement</p>
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