***Reports to*: Residential Treatment Centre Manager**

***Direct reports*: None**

***Location:* Residential Treatment Centre**

***Salary*: Grade 3, Point 13 – Grade 4, Point 23 (Salary: £25,322 - £31,046)**

***Job Purpose*: The Recovery Worker will be required to provide effective support to the Gordon Moody rehabilitation program in a way that enables service users to overcome their addiction to gambling and move forward to recovery and independent living. You will provide care co-ordination and holistic care plans that sustain a person's recovery throughout their journey with Gordon Moody from assessment through to the end of treatment with Gordon Moody.**

***Areas of Responsibility:***

**Care Coordination**

* To manage the care coordination of service users to assess, risk manage and effectively care plan through the Gordon Moody Treatment Pathway.
* To ensure that effective discharge plans are in place for when service users leave Gordon Moody.
* To lead housing benefit applications and liaise with the local benefits office.
* To assist and ensure service users are registered with local facilities such as GPs, and housing and welfare benefits departments, and accompany them to appointments as appropriate.
* To liaise with a range of health, justice, and social care agencies to support service users’ needs and recovery, including other gambling treatment providers.
* To support service users to meet their wider health and social care needs, both whilst in treatment and on exit to the community, in line with their support plans and liaison with the therapists.
* To support the therapists in the delivery of the Program, such as through co-facilitating or leading group sessions
* To carry out required administration functions, including correspondence, monitoring, data capture and updating the electronic case management database, ensuring quality record keeping at all times.

**Residential Duties**

* Lead on the induction of the new service users including preparation of their room, safe storage of personal items and property checks.
* To assist and provide advocacy for service users with communication issues where appropriate.
* To address problems arising within the house on an individual basis or within house meetings.
* To support service users in developing their living skills e.g., budgeting, shopping, cooking, and cleaning, including through groups/workshops/one-to-one
* To support service users to plan for indoor and outdoor recreational and recovery-based activities.
* To support the service to ensure rent payments are made and arrears are managed.
* To be the initial point of contact for residents upon commencement of their residential stay
* To support with drug and alcohol testing for residents
* To undertake monthly Health & Safety checks of communal areas, staff areas and residents’ rooms. To report back to the Service Manager and include any safeguarding concerns.
* To partake in available support structures, including managerial supervision, team meetings, clinical meetings, and handover.

**General Duties**

* To be an active advocate for service users’ rights
* To contribute to and support the service to meet contractual KPI’s, including occupancy, retention, and discharge, as commissioned.
* To be a positive ambassador for Gordon Moody that reflects its values and high standards of professionalism at all times.
* To partake in learning and development opportunities, for personal development and to maintain up-to-date knowledge.
* To be a flexible, positive member of the team to maintain high standards of service provision.
* To proactively support the work of the organisation with all stakeholders
* To proactively engage with organisational change, quality improvement and development for the benefit of people who use our services.
* Undertake such other duties as reasonably requested by the Service Manager.

***Person Specification:***

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Level 3 NVQ Health & Social Care mor working towards. | Experience working in a structured health and social care environment (hostel, residential, care home or similar).  |
| Direct work with vulnerable people and/or relevant groups (gambling, drugs & alcohol). | Training in therapeutic approaches (e.g., Motivational Interviewing). |
| Communication skills include both written and verbal reporting. | Experience in facilitating group work with vulnerable groups. |
| Understanding of risk, incident, and safeguarding processes. | Experience of effective assessment, risk management and care planning. |
| Ability to establish working relationships with partner agencies. | Experience of using care focused software to record care plans. |
| Ability to work flexibly to meet needs. |  |
| Ability to work independently, as part of a team and as part of a wider organisation. |  |
| Experience working in a health and social care environment (e.g., residential, mental health or drug support services). |  |
| Experience in supporting group work with vulnerable and challenging groups. |  |
| Ability to work in a rota pattern (including evenings and weekends) where required. |  |
| Computer Literacy Skills including experience using database systems, Microsoft Office, and Outlook. |  |

 **Date of Creation (05/2024)**