

JOB DESCRIPTION

Job Title:	Apprentice Recovery Worker
Directorate:	Services
Location:	Westminster Move On and Resettlement Team
Reporting to:	Service / Deputy Manager
Responsible for:	N/A

PURPOSE OF THE JOB

The Apprentice Recovery Worker will be to support clients in their recovery to access support from appropriate services across Westminster drug, alcohol and recovery services, (i.e AA, NA, CA, SMART Recovery, mental health services), create a safe environment in which clients are able to build confidence, self-esteem making positive life style changes.

The Apprentice Recovery Worker will help the team to provide assessment and keyworking support to clients in various stages of recovery as well as the joint facilitation of various user-led groups, promotion of volunteering and ETE opportunities.

KEY RESPONSIBILITIES

- Learn the skills necessary to assist clients with their personalised journey of recovery
- Learn and implement key working skills (i.e. referrals/interviews/etc) to provide on-going support for service-users.
- Learn how to carry out a range of administrative duties (e.g. care planning, client databases, reception / general office) to ensure the smooth running of the service
- Support colleagues to assess and induct clients to the project and amenities available to them whilst addressing any fears or expectations the service-users may have
- Develop knowledge skills and experience to recognise difficult or challenging client situations and how to use appropriate communication skills to influence and enable clients to self-manage their behaviour
- Develop knowledge skills and experience of treatment, recovery services and mutual aid practice within a drug, alcohol and mental wellbeing context
- To promote and embed the ethos of mutual aid (i.e. AA, NA, CA, Smart Recovery) and mental health support options available to clients with-in the borough of Westminster
- To work with service users to access recovery sessions and activities provided by St. Mungo's and other services so they are able to establish and strengthen external support networks and successfully exit the service
- Work as part of a team to ensure that service users are supported in volunteering, education, training and employment opportunities both in the service, within St. Mungo's and externally

- Work as part of a team to ensure the safety and well-being of service-users and staff including housekeeping and cleaning duties as well as reporting maintenance issues as necessary to maintain a clean and safe physical environment
- Work within relevant Health and Safety guidelines to maximise the safety of service-users and staff
- Attend support sessions and reflective practice with the Apprenticeship Coordinator and supervision with the line manager for the post

GENERAL

- Adhere to St Mungo’s Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION
Apprentice Recovery Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Personal experience of homelessness (e.g. Slept rough, lived in a hostel/refuge/supported accommodation, linked in with homelessness / related services etc), mental health issues, substance, alcohol, criminal justice and recovery services

Skills, Knowledge and Abilities

2. Able to positively use personal experience of recovery and using services to support clients.
3. Have good interpersonal skills including listening skills and the ability to share information clearly and thoroughly etc.
4. Have sound literacy and numeracy skills e.g: able to write letters, deal with petty cash etc.
5. Feel comfortable using a computer (including using Microsoft Word and email).

6. Able to fully commit to working and studying full time in what can sometimes be a stressful environment (Be self aware, accountable and able to self manage).
7. An understanding of appropriate boundaries when working with vulnerable adults and a commitment to working within these.
8. Able to develop and sustain collaborative partnerships with people, clients and colleagues, internal and external services
9. Holds and promotes a consistently caring attitude and demonstrates honesty and humility in all conduct.
10. Motivated to identify personal learning gaps and take steps to address these through seeking learning opportunities.

A desire and commitment to act as a role model for clients in order to inspire them. To be motivational and have a positive attitude at all times

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness to work flexibly in response to changing organisational requirements

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<input type="checkbox"/> Builds a high performing team <input type="checkbox"/> Provides staff with clear direction and support <input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team <input type="checkbox"/> Manages the operational aspects of their function efficiently <input type="checkbox"/> Implements plans, strategies and services effectively <input type="checkbox"/> Actively contributes to service growth