

JOB DESCRIPTION

Job Title:	Groupwork Practitioner
Directorate:	North London and East of England
Location:	Haringey Recovery Service
Reporting to:	Service User Involvement Manager
Responsible for:	Volunteers

PURPOSE OF THE JOB

To work on the four developmental areas and deliver group work programmes on service-user involvement, recovery academy, ETE and volunteer management both at Haringey Recovery Service and across Haringey Drug Alcohol and Recovery Partnership services.

KEY RESPONSIBILITIES

1. To consult with service-users via Service-User Forum(s) on how to develop service-user involvement, proactively work to reduce stigma, and make recovery visible in the community by supporting service users to build on their recovery capital.
2. To develop and promote service-user projects, activities and events either delivered by post holder or by another staff member, service-user, ex-service-user or volunteer.
3. To co-ordinate the day-to-day running, growth and development of Haringey Recovery Academy, ensuring that all courses, governance and policies are co-produced and co-delivered in accordance with the ethos and principles of recovery colleges.
4. To develop, coordinate and lead a network of volunteers within the Haringey Recovery Service and support and work with service users to access volunteering opportunities within the service and the wider community.
5. Be responsible for the recruitment, induction, training and ongoing support of volunteers by working with various departments to ensure that volunteers are fulfilling their role descriptions and are receiving positive and beneficial work experience.
6. To run groups that support service-user involvement, recovery academy, ETE and volunteer management both within our service and at our satellite services.

7. To have the ability, skills and knowledge to design and deliver, and coordinate, training on a variety of themes.
8. To promote and regularly update case studies good news stories and practise via the organisation's website, service newsletter and agreed social media.
9. To liaise with all keyworkers via meetings, Illy case management system, email and phone to ensure that attendance is integrated into all students' recovery plans prior to student attendance to reduce risk and provide a positive warm welcoming safe environment for all students.
10. To facilitate the engagement, assessment and case management of clients and work within an outcome focussed culture.

1. Coordinating

- You will be reporting to the Service User Involvement Manager providing information on service user, recovery academy and volunteer, ETE involvement, retention and training requirements.
- You will need to work with the Service User Involvement Team and Recovery Coordinators to promote all aspects of training and employment opportunities within and outside the service.
- To run monthly sessions with Central Services and other Recovery Services ensuring that policy, practice and knowledge within the recovery service is in line with current central procedure and best practice.

2. Administrative duties

- To ensure proper administrative and record keeping systems are developed and maintained including the operation of computerised systems as appropriate (i.e. Illy and Opal).
- To accurately maintain records of student attendance, enrolment, outcomes and onward referrals.
- To co-ordinate course schedules and development of prospectus (including copy writing, briefing designers, liaising with printers, arranging delivery dates).
- To ensure that volunteer information for your area of responsibility is accurate and timely.

3. Key internal relationships

- Provide an advisory service for service users, team members and managers on service user involvement, recovery academy and volunteering.
- To ensure the smooth running and support of Haringey Recovery Service by maintaining strong working relationships with:
 - Haringey Recovery Service management and staff team
 - St Mungo's Central Services
 - HAGA Central Services
 - Area and Group managers

4. External Partners

- To develop and influence an effective network of partners to enhance service delivery and provide a varied and extensive range of further opportunities for services users, students and volunteers
- To ensure the Service User Involvement Team is well connected with a wide variety of community organisations and mainstream providers beyond the drug, alcohol and recovery, and homelessness sectors.

5. Future Development

- To hold an ambitious long term strategic vision for the involvement of service users, volunteers and the Recovery Academy.
- To ensure that the involvement of service users, volunteers and the Recovery Academy remains the leader in its field.

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

Groupwork Practitioner

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. Extensive experience working with vulnerable adults with in-depth, genuine and insightful understanding of the recovery approach.
2. Have sound up to date knowledge of service-user involvement, principles and ethos of Recovery Colleges and volunteer management practices.
3. Developing and delivering projects to achieve objectives and outcomes.
4. Experience of designing, delivering and evaluating a variety of learning and development programmes and initiatives.

Skills, Knowledge and Abilities

5. Ability to plan one's own work, manage time effectively and work to deadlines.
6. Good organisational skills and a flexible approach to working as part of a team and supporting a management team.
7. Ability to write clear and accessible reports and other literatures that are tailored to the audience.
8. Proficiency with software packages such as Access, Excel, Internet, PowerPoint, and email.
9. Facilitation, group work, training and presentation skills.
10. Willingness to develop new skills and take on new challenges.

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 and ability to work shifts including evenings, weekends, Christmas Eve/ and New Years Eve/ Day.
- 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