



## Job Description

### Senior Recovery Support Worker

#### Main Function:

To direct, deliver and control the treatment programme for clients and contribute to the good management of the service as a whole.

#### Requirements Knowledge Abilities & Skills:

1. Knowledge of basic: English, arithmetic and IT skills.
2. Knowledge of good and safe housekeeping procedures.
3. Knowledge of the principles of recovery and challenges faced by those seeking recovery.
4. Knowledge of the Abbeycare approach to recovery promoting abstinence utilising the 12 step and CBT models.
5. Knowledge of basic physical, emotional, mental and spiritual difficulties common to assisting recovery from substance misuse.
6. Knowledge of the Care Quality Commission's Essential Standards of Quality Care and styles of leadership and management.

#### Abilities:

1. The ability to express self verbally and in writing.
2. The ability to provide and follow written and oral instructions.
3. The ability to work with and support clients with physical and mental health support needs
4. The ability to effectively enforce the recovery community rules and maintain professional boundaries without threatening or antagonising clients.
5. The ability to maintain order, security, health and safety in a residential setting.
6. The ability to exercise good judgement in handling a variety of behaviours and situations.
7. The ability to deliver management and leadership skills.

#### Key tasks:

1. Respond appropriately to all enquiries providing referrals with comprehensive information on the service and follow up and record appropriately.
2. Take the lead in coordination of new admissions when on duty ensuring all admission paperwork is completed.
3. In rotation with your colleagues, assess new clients and make effective arrangements for care and support, through close liaison with family, external agencies and the Abbeycare admissions team.
4. Where detoxification is appropriate, ensure that prescribed protocols are correctly adhered to, including controls on storage and recording of medication, and that any client in this phase has appropriate support.
5. Oversee the provision of care for clients' health needs and the management of any medication, in conjunction with health professionals.
6. Ensure an individual recovery programme is developed for each new client which is specific to their history and assessed needs.
7. Ensure the therapeutic team members delivering the programme are fully briefed on objectives and needs.
8. Ensure clients are engaged in the recovery programme.
9. Deliver key elements of the programme directly and participate when required in group activities, such as morning meetings, client forums etc.
10. Ensure that clients are well prepared for moving on from project and that they have established effective supports to continue their recovery.



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11. Ensure clients discharging when on duty have medication, aftercare plan, recovery contact and discharge report in place.
12. Assess risk of self-discharge clients incorporating Senior Management and Abbeycare medical team input.
13. Ensure incident or accident reports are carried out promptly for such events that take place on your shift.
14. Ensure complaints or incidents of whistleblowing are appropriately responded to when on duty following Abbeycare policy and protocols.
15. Manage and Supervise designated employees in agreement with the Unit Manager.
16. Under the direction of the Unit Manager carry out those administrative and management tasks delegated such as completion of shift planner sheets, occupancy, payment and dependency forms.
17. Be aware of the key principles of Health & Safety in the workplace and the Abbeycare policies and procedures, ensuring that they are met and that any risks are responded to.
18. Provide leadership to the team, ensuring smooth running of activities, through planning and allocation of personnel and duties.
19. Promote a welcoming, safe and secure environment, including where appropriate, testing for use of banned substances.

### **Quality Assurance:**

1. Contribute to and regularly review the quality of service provided to clients by all staff ensuring the central principles of the Abbeycare programme are fully understood and applied professionally and effectively.
2. Ensure that appropriate Abbeycare and recognised Social Care and Addiction Standards are known and understood by all staff working with clients. In particular:
  - The values of integrity and impartiality in discharging our responsibility to our clients
  - The worth, rights and responsibilities of the individual
  - The promotion of independent choice and normal living
  - The protection of those who cannot protect themselves
  - The promotion of equality of opportunity
3. Ensure that suggestions and proposals from Care Inspectorate, Unit Manager and other appropriate professionals which are to the benefit of clients are acted upon promptly.
4. Ensure you carry out required audits such as training, service feedback, assertive outreach, recovery care plans and medication.

### **Financial and Administrative Management:**

1. Ensure that records of each planned and unplanned therapeutic intervention are accurate, comprehensive and contemporaneous, and in accordance with established Abbeycare policy
2. Communications with internal resources and external agencies on matters relating to client's welfare and progress are prompt, accurate, confidential and recorded in the clients' care plans.
3. Work closely with the Unit Manager to ensure the services' budgetary targets are attained.
4. Carry out the correct protocols in relation to client's treatment fees, personal allowance and the service petty cash.
5. Take a responsible approach for service expenditure or purchases made or authorised on your shift.



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### **Training & Professional Education:**

1. In liaison with the Unit Manager identify knowledge and skill deficits in existing practice and contribute to a remedial programme.
2. Contribute to and participate in training programmes for the recovery support team, including assessment for vocational qualifications.
3. Participate in training and educational activities provided to ensure your professional practice is maintained at the highest level.
4. Ensure that your professional knowledge and skills are appropriate to your work and satisfy the requirements of relevant professional registration bodies.
5. Regularly review new sources of information and knowledge which contribute to the quality of individual and collective service delivery

### **Developmental:**

1. Prepare and contribute constructively to Supervision support.
2. Agree clear development opportunities with Unit Manager.
3. Assist in Abbeycare Newmarket appraisal process.
4. Participate in mandatory and specialist training provided.
5. Demonstrate an interest in addiction/recovery and maintain an upto date knowledge of research and development in addiction research, approaches and interventions.

### **Person Specification:**

1. A calm and empathic approach.
2. A non-judgemental and positive approach to recovery.
3. The ability to make firm but fair decisions in order to ensure quality care is delivered.
4. The ability to build supportive relationships with recovery support team members that provides them with clear and organised direction with the workload of the team.
5. An ability to develop therapeutic relationships with clients.
6. Good organisational skills in terms of managing both you and your teams work load.
7. Good communications skills including active listening provide clear verbal communication; deliver well-presented and legible reports, referral letters, discharge reports etc.
8. Possess competent IT skills using word, excel, PowerPoint and email.
9. Professional/team presentation - follow the Abbeycare dress code.
10. A current driving licence is essential.

### **Preferred Qualifications:**

1. An NVQ4 in health and social care.
2. A specialist qualification in counselling
3. A specialist qualification in addiction.