

Recovery Community Engagement Coordinator

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| Team: | Luton Recovery |
| Location: | Luton |
| Salary: | £27,000 - £31,500 per annum (dependent on experience) |
| Working Hours: | 37.5 per week |
| Contract Type: | Permanent |
| Reporting to: | Service Manager |

INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

We believe everyone deserves to feel valued, to be happy, to belong.

JOB SUMMARY

As Recovery Community Engagement Coordinator, you will work closely with the Service Manager to coordinate the continued development of the Luton Recovery Community which will support people currently in treatment. You will work with staff, service users and volunteers to develop a range of activities which meet the needs of people in recovery from alcohol, substance misuse and mental ill-health. In addition, you will be responsible for developing a recovery forum to hear the views of the community. The successful candidate will ensure opportunities for service user involvement, volunteering and peer mentoring remain integral to the service whilst also expanding the range of opportunities for people with lived addiction experience to support the development of local policy and local services. You will act as an ambassador for CLI locally and develop your relationships with external stakeholders such as partner agencies.

The role will involve ensuring there are opportunities for service user involvement, whilst ensuring volunteering and peer mentoring remain integral to the service. You will be required to follow instructions from the Service Manager to ensure your performance is in line with KPI's and contract requirements whilst ensuring you operate in line with CLI's strategic plan, mission and values. It is essential that you have excellent communication and interpersonal skills, with the ability to organise your own workload whilst working as part of a team.

KEY DUTIES & RESPONSIBILITIES

- To coordinate the development of activities which actively promote positive recovery across Luton.
- To coordinate the delivery of recovery focused groups, mutual aid and structured programmes and recovery events across Luton with the aim of promoting the achievements of service users, partnerships working which will help the development pathways for service users whilst challenging the stigma and discrimination within the wider community.
- To be responsible for the recruitment, supervision and performance of a team of our recovery development team.
- To oversee the development of professional, voluntary and peer networks which can help to expand the range of support and mutual aid activities our service users can participate in.
- To maintain excellent working relationships with a wide range of professionals from partner agencies, ensuring clear referral pathways and effective communication is always in place.
- To liaise effectively with local organisations and other relevant agencies to ensure the best support can be provided to service users.
- To ensure that the project promotes and reflects equality of opportunity and diversity at all levels.
- To represent CLI at local events and partnership meetings.
- To maintain highly effective administrative and reporting processes, including the collation of performance data and support with the preparation of contract and Director reports.
- Participate in the development of evidence-based practice within CLI's model of service delivery.
- Promote high standards of person-centered practice amongst your team in line with our organisational values.

- To ensure that you are up to date on all relevant policies and procedures in line with local and governmental frameworks.
- To support the Service Manager in the progress and development of CLI's strategic workplans and contribute to any relevant operational work plans.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and development activities as required.
- To be able to work flexibly when necessary to meet demands of the project.
- Comply and ensure the implementation of CLI's policies and procedures.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

| Qualifications & Experience | Essential | Desirable |
|--|-------------------------------------|-------------------------------------|
| Experience in inter-agency working and/or building positive relationships with partners and/or stakeholders. | <input checked="" type="checkbox"/> | |
| Lived or learned experience of the common issues faced by people with alcohol/substance misuse problems. | <input checked="" type="checkbox"/> | |
| Experience of coordinating and delivering training or events. | <input checked="" type="checkbox"/> | |
| Experience of developing and delivering projects and programmes for people facing challenges in their life. | <input checked="" type="checkbox"/> | |
| Experience in developing and managing an online recovery support platform. | <input checked="" type="checkbox"/> | |
| Experience of producing and/or contributing to reports. | <input checked="" type="checkbox"/> | |
| Knowledge | Essential | Desirable |
| Knowledge and understanding of at least one of the following areas; the criminal justice systems, homelessness, mental health, substance misuse and the work of Probation services. | <input checked="" type="checkbox"/> | |
| An understanding of best practice when working with individuals across different areas of challenge. | <input checked="" type="checkbox"/> | |
| Knowledge of how to motivate people. | <input checked="" type="checkbox"/> | |
| Knowledge of local support services and the interventions they offer. | | <input checked="" type="checkbox"/> |
| Skills & Attributes | Essential | Desirable |
| Excellent individual leadership skills with self-motivation and ability to use own initiative and be inquisitive. | <input checked="" type="checkbox"/> | |
| Excellent IT skills, including Microsoft Office software and previous experience of working with other systems and databases. | <input checked="" type="checkbox"/> | |
| Strong belief in change and a desire to support people to make positive lifestyle choices. | <input checked="" type="checkbox"/> | |
| High level of relationship building and emotional intelligence skills: Empathy; caring; acceptance; mutual affirmation; and supportive whilst ensuring professional boundaries are maintained. | <input checked="" type="checkbox"/> | |
| Flexible and responsive approach. | <input checked="" type="checkbox"/> | |
| Willingness to learn, reflect and develop own knowledge and practice. | <input checked="" type="checkbox"/> | |
| Excellent interpersonal, communication and presentation skills with good attention to detail. | <input checked="" type="checkbox"/> | |
| The ability to be creative, proactive and forward thinking, with a “can do” attitude when faced with challenges that may require adaptability and resilience. | <input checked="" type="checkbox"/> | |
| The ability to engage clients with complex needs who have experienced/experiencing disadvantages, marginalisation and other social barriers preventing them from achieving their life goals. | <input checked="" type="checkbox"/> | |
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| Ability to confidently lead, influence and embed change and new ways of working. | <input checked="" type="checkbox"/> | |
| Other | Essential | Desirable |
| Current driving license, use of car and appropriate business use insurance. | <input checked="" type="checkbox"/> | |
| Ability to work across Luton to meet service delivery demands when required. | <input checked="" type="checkbox"/> | |
| Be able to display a thorough understanding and commitment to the protection and safeguarding of vulnerable people. | <input checked="" type="checkbox"/> | |



EMPLOYEE BENEFITS

Holidays: 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

Birthday: Enjoy an extra day off on your birthday.

Training & Development: 2 hrs per month to focus on learning and career development.

Reflective Practice and Monthly Coaching: An opportunity to evaluate actions and experiences to gain insights and improve future performance.

Wellbeing: Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

Employee Assistance Programme (EAP): This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

Pension: Peoples Pension scheme, contributions are 3% employer and 5% employee.

Life insurance: Five times salary.

Volunteering Days: An opportunity to give back to the community.

CLI Staffing Group: An active forum to share your opinions to influence and change the way CLI operates.

Employee Social Fund: An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

Refer a Friend Scheme: An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

WE ARE GOLD ACCREDITED BY INVESTORS IN PEOPLE, ACCREDITED BY THE LIVING WAGE FOUNDATION AND SUPPORTERS OF THE GREATER MANCHESTER GOOD EMPLOYMENT CHARTER



CLI VALUES

 **community** Inspire
led initiatives Transform
Flourish



People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.

Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"

Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.

Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.

Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.