

Job Role Profile

	Job Title:	Recovery Coach –Adult Recovery Arrows –Quarriers Integrated Drug and Alcohol Service
	Department:	Adult Recovery
	Direct Supervisor:	Project Manager –Adult Recovery
	Number of Direct Reports/Matrix Reports:	
	Location:	Moray

1	<p>Job Purpose:</p> <p>As a Recovery Coach, you will provide a comprehensive service for adults experiencing drug and/or alcohol difficulties. Supporting individual recovery within Moray’s integrated pathway and alongside Quarriers family recovery models. You will be responsible for providing individual support and guidance to clients who are experiencing complex or challenging situations. You will assess service user needs, formulate risk management plans, develop and implement treatment plans, and monitor progress towards goals. You will work collaboratively with other professionals and service providers to ensure clients receive the best support and resources available.</p>
2	<p>Dimensions: i.e., budget, no of staff, areas of work etc.</p> <p><u>BUDGET</u> No Budget responsibility</p> <p><u>STAFF</u> No Staff Responsibility</p>

AREAS OF WORK

- Conduct assessments of clients' needs and develop treatment plans that reflect their goals and preferences making onward referrals to specialist agencies, where necessary
- Provide ongoing support to clients and their families, including crisis intervention as needed
- Provide one-on-one coaching and support to people we support
- Coordinate with other service providers, including medical professionals, social workers, and community organisations, to ensure clients receive comprehensive care
- Monitor client progress towards goals and adjust treatment plans and risk management plans as necessary
- Document all interactions with clients and maintain accurate and up-to-date records
- Participate in regular team meetings and case reviews
- Provide advocacy and support for clients in navigating complex systems and processes
- Always maintain a high level of confidentiality and professionalism
- Continuously seek out professional development opportunities and stay up to date on best practices in substance use and alcohol use treatment
- Provide support, information and advice, and recovery programs to individuals in relation to substance misuse using the widest range of individual and group methods.
- Deliver aspects of the service both within the central base and outreach throughout the community.
- Responsibility for the evaluation and continuous improvement of service delivery.
- Be on the frontline of imbedding trauma informed practice within the service.

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Registered Head Office Quarriers, 20 St Kenneth Drive, Glasgow, G51 4QD
Phone 01505 616000/612224 **Email** enquiries@quarriers.org.uk **quarriers.org.uk**

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	<ul style="list-style-type: none"> Staying up to date with changes in substance use/ alcohol use policy and embedding these changes in your practice and within the service i.e., MAT standards
3	<p>Key Objectives and Accountabilities:</p> <ul style="list-style-type: none"> Ensure Adults and families within the Project always receive the best possible service. Ensure that service users of the Project receive a high level of individual attention, 1 to 1 support, coaching, treatment planning, and inter-agency representation. Promote early service user engagement and intervention, through development and delivery of a range of innovative and creative outreach methods Work collaboratively with partnership agencies and key workers to support continuity of care and co-ordinated recovery planning. Help to develop a co-operative relationship with all other relevant agencies and family members to maximise the potential benefit to service users. Utilise a range of tools techniques to consult with service users on all aspects of service delivery Participate actively in team activities and meetings, professionally representing the service externally as required. Ensure that all work delivered is in line with GIRFEC principles and that both Adult and Child protection concerns are reported and acted upon appropriately. Collate information and statistics in accordance to comply with Quarriers and commissioners' requirements and contribute to reports as requested Uphold the values, principles and policies of Quarriers and to always operate within the agency's relevant policy guidelines.

	<ul style="list-style-type: none"> Promote good working relationships and communication to ensure that the service is responsive to the needs of those who use our service, partner agencies and commissioners. Promote lived experience within the service offering opportunities for peer led groups, activities and access to volunteering opportunities within the service Attend regular supervision and training sessions to maintain professional skills and knowledge
4	<p>Key Performance Outcomes and Measures:</p> <ul style="list-style-type: none"> Service User files are up to date, notes and treatment plans reflect the journey of the service user in the voice of the service user. Outcomes for service users are well defined and shared within stats, service user files and team meetings. Quarriers organisational and local protocols are followed, and recording is complete. Continued professional development. Contribution to the development of the organisation's strategy on Recovery, MAT standard delivery and trauma informed practices.
5	<p>Knowledge, Skills and Experience necessary for the role: People with lived experience are encouraged to apply as the experience and skills are transferrable to this role.</p> <ul style="list-style-type: none"> Experience working with individuals in recovery from addiction and mental health challenges Strong communication, interpersonal, and coaching skills Ability to work independently and as part of a team Flexibility to work some evenings and weekends as needed Ability to maintain confidentiality and adhere to ethical standards of practice Knowledge and/or experience of recovery orientated systems of care, trauma informed practice and MAT standard support. Up to date knowledge of adult and child protection legislation and practice Supportive and enabling approach to all service users and staff

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	<ul style="list-style-type: none"> • Able to prioritise tasks and organise a diverse workload in a fast-paced environment where change is constant • Experience of developing innovative and creative solutions with and for service users • Good interpersonal skills applicable to fellow professionals, funders, as well as young people, families and communities • Excellent IT skills, confidence and knowledge • Experience of effective inter agency collaboration • Good general health • Good practice recording/report writing skills • Strong positive values particularly in relation to equality and diversity. • Effective communication skills: verbal, non-verbal, written & IT skills • Confident in problem solving and decision making. Ability to consult others appropriately. • Accountable and committed to high personal work standards. • Ability to put learning into practice and prepared to take on new challenges.
6	<p>Key Relationships:</p> <p>Direct Supports Lead Worker Fellow Recovery coaches Field working team Recovery Support Workers Peer Workers</p> <p>Internal Stakeholders Existing service users Other Quarriers Services locally and nationally Quarriers HQ departments</p> <p>External Stakeholders Potential service users ADP member organisations Other community organisations NHS Grampian National recovery organisations</p>

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	Advocacy Housing
7	Organisation Chart: <i>See attach organisation chart showing manager and direct reports.</i>

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