

Job title: **Mind Advanced Recovery Practitioner**
Responsible to: **Deputy Operations Manager Leader at Turning Point, working alongside other MindCHWF employees in the City and Hackney Recovery Service**
Hours: 37.5 hours per week - Full-time
Salary: Starting salary is £32,067.19 PA at full time equivalent (SC6-SP26) with scope to increase to £34,340.64 (SC6 SP28)
Contract type: **102-110 Mare Street, London, E8 3SG**
Location: [102-110 Mare Street, Hackney].
Benefits: See supporting documents for information on benefits.

Mind in the City, Hackney and Waltham Forest, working in partnership with Turning Point and Antidote, provide the City and Hackney Recovery service. The service is based in each of City and Hackney's neighbourhoods in order to be accessible, local and inclusive. A full integrated service, shaped by the community needs and voices of service users, carers, families, communities, all staff and volunteers will contribute to recovery, social inclusion and improving the quality of life of all our service users in the City of London and Hackney borough. The service has three elements: Out There, Everywhere- specialist outreach, in reach and engagement, Building Blocks- low, medium and hi intensity support pathways, and Get Connected- building on our local, individual, and shared assets to provide recovery capital and peer support. This role will be within the Complex Women's team at C&H recovery service, supporting women with complex and overlapping needs affected by drug and alcohol use, you will support service users in their recovery from alcohol and or substance use, empowering individuals to improve their wellbeing and develop positive sustainable support networks and protecting people from harm.

The successful candidate must have demonstrable experience in working within a substance use treatment and recovery setting, must have specialist training and supervision in one or more of the areas of need alongside substance use. This may be mental health, long term conditions, criminal justice, offending behaviour, homelessness, motivational interviewing, safeguarding, family work. An understanding of risk, risk management and managing crisis presentation is essential, as it applies to substance use and complexity. The successful candidate will have a working knowledge of Safeguarding of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice. Ability to work under pressure and have significant experience of working in health and social care.

Main Duties and Responsibilities

Case Management and Service Delivery

- Manage a designated caseload of women experiencing multiple and complex disadvantages, maintaining regular contact and using assertive engagement approaches where appropriate.
- Complete comprehensive assessments, recovery plans, risk assessments, risk management plans, and regular case reviews.
- Deliver evidence-based psychosocial interventions (PSIs) on both an individual and group basis.
- Facilitate and deliver structured therapeutic programmes and recovery-focused interventions.
- Support service users to access clinical treatment, recovery support, and other relevant services.

- Deliver harm reduction interventions, including needle and syringe provision, safer-use advice, urine testing, and dry blood spot testing in accordance with infection control procedures.
- Provide prescriptions to service users where pharmacy collection arrangements are not in place.
- Ensure timely onward referrals and access to appropriate recovery support services.

Partnership Working

- Work collaboratively with multidisciplinary teams and partner agencies, including health, social care, safeguarding, housing, and criminal justice partners.
- Coordinate and contribute to multi-agency meetings where required.
- Maintain clear, professional, and timely communication with external agencies and stakeholders.
- Actively participate in team meetings, clinical meetings, complex case discussions, and service development activities.

Safeguarding, Quality and Governance

- Maintain accurate, timely, and high-quality case records in line with organisational and regulatory requirements.
- Prepare reports and documentation as required, including safeguarding reports and submissions to partner agencies.
- Act as a safeguarding lead within the team once trained, supporting colleagues with safeguarding concerns and decision-making.
- Support service quality improvement through participation in audits, case reviews, and performance monitoring activities.
- Undertake case file audits and support Recovery Workers to improve recording standards and clinical practice.
- Complete all required documentation and administrative tasks to support service outcomes and key performance indicators.

Leadership, Mentoring and Practice Development

- Provide mentoring, coaching, and day-to-day guidance to Recovery Workers and Trainee Recovery Workers to support professional development and practice improvement.
- Undertake observations of groupwork and one-to-one practice, providing constructive feedback and support.
- Facilitate opportunities for colleagues to shadow and observe your practice.
- Contribute specialist expertise within multidisciplinary and team meetings.
- Develop and deliver training, learning resources, and development sessions within your area of expertise.
- Participate in relevant forums and networks to share and promote best practice across the organisation.
- Act as a subject matter expert in a designated area of specialism, such as co-occurring mental health and substance use, homelessness, safeguarding, domestic abuse, criminal justice, family work, or mental capacity.

Team Support and Deputising

- Work flexibly as part of the wider team, providing cover during planned and unplanned absences.
- Chair meetings and represent the service when required.
- Deputise for the Team Leader during planned and unplanned absences, providing operational support and guidance to colleagues.

Key Processes and Responsibilities

- Provide high-quality case management for service users with complex needs, including assessment, recovery planning, risk assessment, and review.
- Deliver evidence-based psychosocial interventions on both a one-to-one and group basis.
- Support service users to access appropriate clinical interventions, prescribing services, and recovery support.
- Deliver harm reduction interventions in accordance with service procedures and best practice guidance.
- Complete urine testing and dry blood spot testing in line with infection prevention and control standards.
- Ensure service users can access appropriate recovery support interventions and make onward referrals where required.
- Maintain accurate, comprehensive, and timely records using the designated case management system.
- Produce written reports and correspondence as required, including safeguarding reports, assessments, and case summaries.
- Support colleagues with report writing and case management best practice.
- Undertake quality assurance and audit activities to support continuous service improvement.
- Develop and maintain specialist resources, guidance, and training materials within your area of expertise.
- Complete all required administrative and performance-monitoring tasks to support contractual and organisational requirements.

Role Profile

The postholder will:

- Carry a designated caseload of service users with complex and multiple needs.
- Develop specialist knowledge and expertise in one or more key areas of practice.
- Conduct comprehensive assessments of need and risk and develop person-centred recovery and risk management plans.
- Deliver effective, evidence-based interventions that support recovery, wellbeing, and positive outcomes.
- Work effectively with multidisciplinary teams and external agencies to coordinate support and improve outcomes for service users.

- Present cases confidently within clinical, safeguarding, and complex case discussions.
- Support the learning and development of Recovery Workers and Trainee Recovery Workers.
- Provide specialist input to multidisciplinary meetings and service development activities.
- Promote high standards of care, safeguarding, professional practice, and service delivery.
- Contribute to the achievement of service objectives, quality standards, and key performance indicators.
- Deliver internal learning events and represent the organisation within local and national networks relevant to their area of specialism.

Person Specification

The following criteria will be used when assessing candidates. Criteria marked **(E)** are Essential and **(D)** are Desirable.

Values and Behaviours

Essential

- Demonstrates compassion, empathy, and a commitment to improving the lives of people facing multiple disadvantage. (E)
- Maintains a strong belief in individuals' ability to achieve positive change and recovery. (E)
- Works in a non-judgemental, person-centred, and trauma-informed manner. (E)
- Demonstrates professional curiosity and a commitment to safeguarding. (E)
- Promotes co-production and meaningful service user involvement. (E)
- Contributes positively to reflective practice, continuous learning, and effective teamwork. (E)
- Models professional behaviour and instils confidence among service users, colleagues, and partners. (E)
- Maintains appropriate professional boundaries and respects confidentiality. (E)
- Demonstrates a passion and commitment to improving the health and wellbeing of individuals and communities. (E)

Knowledge and Experience

Essential

- Experience of managing a caseload of individuals with complex and multiple support needs. (E)
- Experience of assessment, care planning, risk assessment, risk management, and review processes. (E)
- Experience of delivering structured interventions on a one-to-one and group basis. (E)
- Experience of effective partnership working within multidisciplinary and multi-agency environments. (E)
- Knowledge and application of safeguarding principles and procedures. (E)
- Experience of supporting, mentoring, coaching, or developing colleagues. (E)

- Ability to achieve service targets, outcomes, and performance measures. (E)

Desirable

- Specialist knowledge in areas such as co-occurring mental health and substance use, homelessness, domestic abuse, criminal justice, safeguarding, family interventions, mental capacity, or long-term conditions. (D)
- Experience of quality assurance activities, audits, or practice improvement initiatives. (D)
- Experience of chairing meetings or deputising for managers. (D)

Skills and Abilities

Essential

- Excellent verbal and written communication skills with the ability to adapt communication style to different audiences. (E)
- Strong organisational and time-management skills. (E)
- Ability to work independently whilst contributing effectively within a multidisciplinary team. (E)
- Good IT skills and the ability to maintain accurate electronic records. (E)
- Strong presentation, facilitation, and report-writing skills. (E)
- Ability to build effective relationships with partner agencies, stakeholders, and community organisations. (E)
- Adaptability and resilience in a demanding and changing environment. (E)
- Ability and willingness to travel to various community locations as required. (E)
- Willingness and ability to work occasional unsocial hours where service needs require. (E)

Qualifications

Essential

- Fluent written and spoken English with appropriate literacy and numeracy skills. (E)

Desirable

- Relevant qualification in health, social care, substance use, mental health, psychology, counselling, social work, or a related field, or equivalent experience. (D)

Areas of Specialism

Postholders will be expected to develop and maintain expertise in one or more specialist areas, which may include:

- Co-occurring Mental Health and Substance Use
- Homelessness and Multiple Disadvantage
- Criminal Justice and Offending Behaviour
- Safeguarding and Complex Risk
- Domestic Abuse

- Family and Parenting Support
- Mental Capacity and Best Interest Decision-Making
- Long-Term Health Conditions

This expertise will be used to support service users, strengthen team practice, contribute to organisational learning, and improve outcomes across the service.

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

- Demonstrable experience in working within a substance use treatment and recovery setting (E)
- Significant experience of working in health and social care. (E)

Fair: We strive for equity - no-one's needs should go unmet.

- Specialist training and supervision in one or more complexities alongside substance use. This may be mental health, long term conditions, criminal justice, offending behaviour, homelessness, motivational interviewing, safeguarding, family work. (E)
- Ability to work under pressure.(E)

Brave: We walk with people, offering help by doing what works - proven or new.

- Understanding of risk and risk management, as it applies to substance use and complexity.(E)
- Working knowledge of Safeguarding of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice. (E)

Qualifications

- Relevant qualification (e.g. Health and Social Care, Nursing; Social Work, psychology degree) (D)

DBS clearance at Enhanced (without Barring) is required for this role.