

Recovery Practitioner – Service User Involvement Lead

Role Purpose

- Responsible to support, deliver and drive a service user involvement and engagement offer within the service.
- Support the development and nurturing of meaningful service user involvement in line with WDP's central lead and strategic priorities.
- To work collaboratively with colleagues and key stakeholders across multi-disciplinary teams.
- To create and embed service user involvement across the service to co-produce forums, work plans and activities that are meaningful.
- To pilot new ways of working, driving innovation and creativity to get the best results, sharing best practice, and driving quality improvements.

Key duties and activities of the role

- Develop meaningful, authentic and co-produced service user involvement practices and activity within the service.
- To identify opportunities for service user involvement, recruit to those positions and provide (or coordinate) training and mentoring as required.
- Support in the delivery of groups and peer mentor training.
- Facilitate, report on and take ownership of regular service user consultation.
- Enable service users to access various pathways including education, employment health, wellbeing, and recovery support activities.
- Equip the wider team with best practice tools to engage with service users and harness their knowledge to improve our work.
- Identify risks and take appropriate action in accordance with local, national, and organisational safeguarding policies.
- Actively contribute to multi-disciplinary review meetings internally and externally.
- Maintain accurate and timely records using the designated case management system in compliance with WDP Information Governance policies and procedures.
- Work flexibly, including at other locations when required.

Person specification for the role

- Experience of service user engagement and development.
- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups. With a proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.

- Great team working, communication and interpersonal skills.
Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in working directly with service users and their significant others.
- Demonstrable ability to deliver a high-quality level of service to people with complex needs. This includes the ability to work with people on a one-to one basis or to facilitate group sessions, to be able to complete assessments, care and support plans, risk assessments and to complete case recording to a high standard and in a timely way.
- Good IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- A demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.
- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.
- The ability to communicate effectively, both verbally and in writing, in different settings (e.g., written, spoken, presented, etc) and to different groups of people.
- NVQ/QCF/RCF Level 3 in Health and Social Care or equivalent. Or the ability and commitment to complete this within 2 years of employment (training & support provided).

Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control				
Version number	Date created	Authors Initials		
1.0	15/02/2023	ELV	MD	TS