**Job Description**

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| **Job role** | Liaison and diversion/Reconnect STRW |
| **Job Title** | **Support time recovery worker** |
| **Department** | **Liaison and Diversion, Non-custodial Team** |
| **Accountable to** | **Clinical Lead** |
| **Based at** | **Non-Custodial Hub/ Custody Suite** |

Practice Plus Group’s mission is **Access to Excellence**.  Our core values are;

* We treat patients and each other as they would like to be treated
* We act with integrity
* We embrace diversity
* We strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we’re at work.

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We believe in putting service users first, regardless of the environment or their history. Individuals that come into contact with the criminal justice system make some of the most vulnerable and marginalised groups in society and access to and delivery of their health care needs is often difficult and within complex circumstances.

**The Role**

The role of a Support Time Recovery Worker is to be part of an extended team working across a Liaison & Diversion and Reconnect service. The key principles of the role are to liaise with a wide range of services such as the police, probation, the court and legal services as well as both inpatient and community health and social care services.

A Support Time Recovery Worker will be involved in the daily support of children and adults, including those from hard-to-reach communities to engage and navigate through the Criminal Justice System. The role is to support the service user in accessing support to address the full scope of identified health needs, including substance misuse (alcohol and drugs), mental and physical health, homelessness, learning disabilities, exploitation, safeguarding and social care issues.

As a member of an extensive team, you will provide practical support to individuals, maintaining a programme of support, working with their families, advocating and enabling access to agencies including probation services, community-based organisations, clinics, courts, mental health services and hospitals.

Excellent communication skills are vital as well as the flexibility to work alongside different groups and service users, who may be challenging to engage due their social circumstances and situations. You will need to be able to work effectively as part of a team as well as having the skills and confidence to work autonomously in a range of environments.

You will contribute to the Practice Plus Group strategy and vision to;

**Provide** outstanding evidence-based care to our client group, seeking out, listening to and acting on their feedback, so that care is personalised and informed by what matters to them.  You will work with individuals providing advice, support and information and manage a case load of patients.

**Deliver** non-judgemental care that makes a real difference.

**Inspire** excellence by forging strong links with our partners and stakeholders and providing a service that people can trust, feel safe within, and feel proud of.

**Promote** best practice, clinical supervision, evidence-based care and continuous quality improvement, embedding a culture of shared learning.

**Share** knowledge, skills and expertise to ensure safe care, building strong multi-disciplinary teams and supporting each other to do a great job.

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**About you** 

• Level 3 NVQ/Diploma in Health and/or Social Care or equivalent experience.

• Experience of working with service users, face to face, with a variety of health needs.

• Understanding of the complexities of multi-disciplinary and multi-agency working

• A non-judgmental and compassionate approach

• Excellent communication skills and ability to gain appropriate level of consent

• Understanding of clinical governance, health and safety

• Good IT skills and IT literacy

• Knowledge of evidence based practice, health promotion, NICE guidelines

• Proactive problem solving skills

• Flexible attitude to working arrangements

• Motivated as an individual and when working in a team

• Able to work within a busy environment

• Willing to learn and develop being committed to self-development

• Patient centred values and ability to promote service user involvement



**Additional information**

**Disclosure and Barring Service** - a Disclosure and Barring Service disclosure at the enhanced level is required for this role.  A risk assessment will be undertaken if necessary.

**Police Vetting -** clearance **MAY** be required for this role in accordance with Ministry of Justice**.**

**Education and Training -** continuing professional development is encouraged and an annualappraisal system is in place to discuss ongoing objectives and support revalidation.

**Clean driving licence**