

The Well



# The Well Communities CIC

## Job Description and Person Specification

<b>Job Title</b>	12 Step Behaviour Change Facilitator (Female)
<b>Grade/PayScale</b>	£23,400 - £27,500 per annum
<b>Location</b>	Morecambe, Lancashire
<b>Hours</b>	37.5 hours per week post
<b>Accountable to</b>	Tenancy Sustainment Manager
<b>Contract</b>	1 Year rolling contract.

## JOB DESCRIPTION

### Overview

The Well Communities CIC (The Well) is a not-for-profit Community Interest Company, led by people in recovery from substance misuse. Working in partnership with Local Authorities to develop and deliver an innovative Behaviour Change Service to the Communities of Lancashire and Cumbria The Well offers a Floating Support Service for individuals housed as part of the Housing First model, Intensive Housing Management in Supported Accommodation for individuals with multiple and complex needs. We offer a range of high-quality services which are available 24 hours a day, 365 days a year.

Support is available and is provided by staff and volunteers with 'lived experience' of addiction. The team also specialises in providing support to people who are considered 'high risk' with multiple and complex needs including mental health issues, offending behaviour, childhood trauma, learning difficulties, domestic abuse and homelessness.

You will be someone who shares our belief in the inherent capacity and potential of people to bring about positive change; for themselves and the communities in which they live. We believe that everyone has the potential to grow, learn and achieve, whatever the barriers are that they have faced. We know it takes courage and hard work to change,

which is why we have a commitment statement as well as a mission. Being committed means being:

- ∴ brave enough to say when something isn't good enough.
- ∴ humble enough to accept and learn from constructive criticism.
- ∴ willing to take responsibility for making things better.
- ∴ creative and daring enough to innovate
- ∴ determined to persist when things get tough.

The post holder will have a specific remit to work with an identified cohort of female service users with multiple, complex needs. Under the leadership of the Tenancy Sustainment Manager, you will assist in the provision of effective, high quality intensive housing management and support services to vulnerable individuals with little social or recovery capital. The cohort includes individuals with additional support needs including offending behaviour, domestic violence, substance misuse and mental ill health, making them vulnerable to homelessness. Supporting individuals in assessing their needs to identify opportunities to engage them creatively and actively with support to facilitate the practical skills, personal growth and development necessary to live independently. A 12 Step Recovery program will form a key part of a holistic approach to recovery and wellbeing and experience of participation in such models of recovery is essential to this post.

## Job Purpose

- The role will be to engage with residents who may have multiple or complex needs, to increase their recovery capital and work to remove any other barriers to maintaining a tenancy independently. The ultimate aim is to enable residents to maintain their own tenancy by initiating long term behavioural change. The post-holder will contribute to a multi-agency approach by working together with other agencies to ensure that individuals consistently receive the services they require to empower, educate and support in the transition of making positive change in relation to health and wellbeing, social inclusion and independent living.

## Key activities

- Facilitate 'Behaviour Change Activities' through the application of a 12 Step program.
- Explaining the occupancy agreement and assisting people to abide by it.

- Offering advice, support and guidance on keeping property to a reasonable standard of hygiene.
- Providing people with advice and facilitating a move to alternative accommodation as required.
- Recording and escalating incidents of Anti-Social Behaviour (ASB) to the Tenancy Sustainment Manager.
- Ensuring service users are aware of the financial implications of evading responsibility for behaviour including housing related responsibilities e.g. paying fuel charges and the consequences of non-payment.
- They will be responsible for contributing to the overall performance of the service to ensure that contractual output targets are achieved.
- They will also be required to record relevant client data and information in order that the service operates within governance, contractual, administrative and financial requirements. This includes client notes care plans and other admin duties.
- To promote healthier lifestyles, prevention and improved health and wellbeing to service users, their families and the local people by positively engaging with the local community and extending the offer of all services offered by The Well.
- To provide ongoing advice regarding keeping both the property and tenant safe and secure and ensure the risk reduction and mitigation is kept up to date and is implemented with escalation to Line Manager of any additional identified potential risks.
- To facilitate, and accompany, service users making and attending appointments, as required to improve engagement or to meet the financial needs and responsibilities e.g providing further information to Housing Benefit, access to online support groups, opening mail and responding to other benefit enquiries (PIP) and dealing with previously acquired debts etc.
- Provide one to one support to service users and liaise with family and other professionals to facilitate relationship development and social connections and ensuring they have full and relevant information about the project's purpose, activities and outcomes.
- To signpost clients to other identified avenues of support, drop-ins and to organisations for further advice and input and to facilitate this access and uptake of these services as a peer and advocate where necessary.
- To support the development of support networks through community assets - including peer support through mutual

aid groups, and to attend regular scheduled gym sessions etc.

- To identify, escalate and inform senior team members of any concerns relating to safeguarding, both for children and vulnerable adults, within agreed protocols.
- Help and support The Well members in a range of ways – with their thinking, their behaviours, their emotions and their planning for the future.
- Ensure that all aspects of confidentiality are adhered to and ensure consent to share information is always obtained.

## General Requirements

- To recognise personal and professional boundaries and work within agreed policies at all times.
- To have regard for Health & Safety issues relating to tenants in situ and identify areas of concern. To report such matters to Housing Officers e.g. hazardous objects, failed lighting, and communal items in poor condition.
- Prepare written reports in respect of any acts of vandalism, damage or other breaches of the tenancy and ensuring service users are aware of the responsibilities in maintaining their place in supported accommodation.
- Commitment and proactive approach to fire and safety and emergency planning, ensuring tenants fully understand procedures in place based on the individual building.
- Present a professional image and actively promote services to service users, other stakeholders, partnership organisations and the general public.
- Uphold data protection legislation and only share client information as per policy, local and formally agreed information sharing protocols and client confidentiality agreements.
- Develop and maintain effective partnerships with service users, other agencies and health care professionals to help clients reduce identified physical/ mental health risks.
- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, training and supervision processes.
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Ensure the implementation of all relevant policies and procedures for The Well Communities CIC.

- Undertake other duties appropriate to the grade of the post.

## Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of partners, in accordance with procedures and policies in operation.

## Hours of work

37.5/15 hours per week – flexible working required.  
Weekend, evenings and Public Holiday cover will be required.

## Annual Leave & Public Holidays

The annual leave entitlement is 25 days plus normal Bank & Public Holidays (pro rata).

## Equality and Diversity

The Well Communities CIC operates an Equality and Diversity policy and is committed to a programme of action to make this policy effective. Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed. The Well Communities CIC will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

## PERSON SPECIFICATION

### Values and principles

- Committed to peer-led, grassroots community action
- Solutions-focused
- Reflective
- Honest
- Brave
- Loyal
- Collaborative
- Person of Integrity

### Education, Knowledge and Experience

- Experience of working with clients identified as 'high risk' or having multiple and complex needs or substance misuse issues and a clear understanding of the need for and ability to deliver quality services.
- Experience of the 12 Step Program of recovery
- A clear understanding of issues relating to underrepresented vulnerable groups such as those with mental health issues or substance misuse services and the barriers to engagement with services.
- Relevant qualification and / or relevant experience
- Knowledge and experience of safe outreach practices
- Experience and demonstrate understanding of Safeguarding practices and procedures for Children & Adults
- Knowledge of local statutory and voluntary agencies working with vulnerable groups
- Experience of multi-agency working
- Excellent record keeping skills
- Ability to work towards agreed targets and performance criteria
- Experience of engaging and forming co-productive relationships with a wide variety of individuals, and at all levels
- Ability to form trusting and constructive working relationships
- Knowledge and ability to formulate risk management plans with service users
- An approachable, non-judgemental approach and attitude

## Abilities and Skills

- Flexibility and ability to use own initiative
- The ability to work under pressure
- Communicate confidently and effectively, verbally and in writing.
- Respond flexibly to the demands of the post.
- Good liaison skills and ability to work as a member of a team.
- Show a capacity to work alone and the ability to keep calm under pressure.
- Understand and have a commitment to the principles of equal opportunity and diversity.
- Employ a professional, empathetic and non-judgmental attitude towards service users.
- Show commitment to facilitating positive outcomes for clients
- Working from identified bases and services across The Well Communities
- Maintain professional boundaries and work effectively with partnership agencies.

## Desirable

- Experience of working within community, primary & secondary care settings
- Experience of working with or alongside hard to reach groups
- Experience of contributing to project development.
- Knowledge of local services and geography.
- Lived experience of recovery – recognising that ‘experts by experience’ bring insights, legitimacy and perspectives that can enhance support for others
- A clean driving licence and access to own transport.
- Being granted security clearance to local custody suites

**This post is subject to a DBS check at an enhanced level.**

**Amendments:** This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.

For an informal discussion or further details please call Sharon Mullen on 07594254142.

For an application form please contact [hr@thewell2.co.uk](mailto:hr@thewell2.co.uk), clearly indicating which post you are interested in.

Please return your application to [hr@thewell2.co.uk](mailto:hr@thewell2.co.uk).

