



**Job Description:**  
**Recovery Officer**

**Special Terms:**

**Full time, Fixed Term to March 2025**

**Salary:**

**£ 21,956**

**Accountable to:**

**Recovery Manager**

**Accountable for:**

**Recovery Volunteers**

## **Role Summary**

LGBT Foundation is the UK's leading LGBTQ+ charity dedicated to the health and wellbeing of LGBTQ+ communities. Our extensive range of established services has made a significant impact on communities, promoting diversity and inclusion. Our work continually adapts to the evolving needs of LGBTQ+ individuals, highlighting the strength, vitality, and central role of our communities in everything we do.

LGBT Foundation is looking for a Recovery Officer to join our recovery team. LGBT Foundation in partnership with Change Grow Live provides support to LGBT individuals 18+ who are affected by substance misuse and chemsex. This is a varied role and we are looking for individuals who are interested in supporting people into and during recovery and supporting the growth of the North West's first LGBT specific substance misuse provision.

The Recovery Officer will be responsible for the delivery of structured one to one and group support, for service users who access our Recovery programme.

This service user facing role is a pivotal one in the delivery of specialist substance use support for LGBTQ+ communities.

Further tasks include:

- Working closely with Recovery Manager and Services directorate in order to achieve an integrated delivery of our Recovery Services.
- Using internal monitoring systems and providing information for reports
- Supporting the recruitment, training, and supervision of volunteers
- Supporting staff and volunteers delivering the service, and
- Supporting the delivery of LGBTQ+ Recovery campaigns.

This role may include working from home but will require availability for face-to-face delivery.

There will be a requirement to work flexibly with some evenings and weekends utilising our flexible working and TOIL policies.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans, non-binary and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

\* Trans is an umbrella & inclusive term used to describe people whose gender identity differs in some way from that which they were assigned at birth; including non-binary people, cross dressers and those who partially or incompletely identify with their sex assigned at birth.

## **Role Accountabilities**

### **Triage and assessment:**

- Completing initial assessments, including risk assessments and raising safeguarding concerns;
- Making both internal and external referrals to meet the needs of the service user;
- Supporting with admin tasks for the programme, including processing referrals and inputting data;
- Offering support and signposting in line with individuals own goals
- Supporting the delivery of outreach services and campaigns (events, assertive outreach, nighttime economy) informing people about LGBT Foundation support.

### **Manage and deliver an individual case load:**

- Deliver one to one sessions which include a person centred approach which encompasses many different approaches to recovery as identified with the individual, from Cognitive Behavioural Therapy tools and mindfulness to meditation and 12 step approaches;
- Identifying triggers, motivations, relapse prevention and setting and reviewing goals;
- Including harm reduction information and planning.

### **Record keeping:**

- Maintaining an up-to-date record of service user contacts, including contact details, emergency contacts and demographics;
- Updating mailing lists, responding to email enquiries and service user queries.
- Use of data base and software to record all contact with service users, ensuring information is accurate, up to date and objective.
- Reporting outcomes and case studies to recovery manager.

## **Volunteer support:**

- To support with the recruitment process and training of volunteers in the programme, through shadowing and offering opportunities to co-facilitate and aid access to training.

## **Group Facilitation:**

- Group facilitation responsibilities for weekly peer support groups;
- Planning group sessions, recording details of groups and promoting groups across our website and with our communications team.

## **Person Specification**

### **Skills & Abilities**

- Excellent interpersonal and external communication skills
- Excellent administration and organisational skills.
- Ability to maintain professional boundaries and resilience.
- Skills in presenting and training others.

### **Experience**

- Experience of supporting people.
- Experience of networking and developing positive partnerships.
- Experience of database systems, data handling and analysis or a good understanding of these systems.
- Experience of working as part of a team.
- Experience of working with people affected by substance use.
- Experience of working with people in the LGBT community.
- Experience of developing and delivering groups and/or training.

### **Knowledge & Understanding**

- An understanding of LGBT communities and the issues faced by them.
- An understanding of best practice in recovery.

It would also be very beneficial to have some lived experience of recovery and the different approaches to recovery.

## **LGBT Foundation Accountabilities**

- Display a genuine commitment to equality of opportunity and an understanding of the issues faced by all LGBT communities. LGBT Foundation will challenge any discriminatory behaviour or language if it occurs.

- Further, LGBT Foundation has a commitment to using the insight gained through it's work to make the organisation more inclusive and representative of all LGBT communities.
- Completion of specific tasks allocated through work plans, project plans and the annual business plan of LGBT Foundation.
- Provision of monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- Compliance with LGBT Foundation's policies, procedures, management and monitoring systems.
- We are a learning and development organisation and will consistently provide and support opportunities for staff to exceed theirs and our expectations. In common with all staff, you have a responsibility for drawing attention to your own training needs as well as those of colleagues that you work with that LGBT Foundation will then aim to support you with.
- Any other duties in line with your skills and abilities, as directed by your line manager.
- All staff are expected to maintain a flexible approach to their roles and respond to the LGBT Foundation's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

This role, in common with all staff at LGBT Foundation, will be expected to display a range of competencies specific to their grade and area of work. These will be measured during annual performance appraisals, and there will be an expectation that staff will be able to evidence the ways in which they have met these competencies over the course of the year.

## **Terms and Conditions**

- (i) **Hours** – 37 per week– with an expectation of some evening and weekend work.
- (ii) **Annual Leave** – 26 Days per year – rising to 31 after 5 years' service (*pro rata where appropriate*) – plus bank holidays
- (iii) **Probation Period** – Post subject to successfully completing a 6-month probationary period
- (iv) **Hybrid Working** – As an organisation we follow a hybrid method of working (working both from home and out of our Centre in Manchester). A commute to our centre would need to be self-funded so please bear this in mind if you don't live locally. This role must be majority based in the Centre due to nature of it.

We understand that working for an LGBT organisation could impact on your identity, community and/or culture. If you would like to discuss this or any aspect of the role further, please contact Laura Wilkinson on [laura.wilkinson@lgbt.foundation](mailto:laura.wilkinson@lgbt.foundation)