



Recovery Officer Liverpool

Job Description

Special Terms:	Part-Time – 16 Hours per week Fixed Term – 31 st March 2026 <i>Hybrid working (ideally one day in our office in Liverpool)</i>
Salary:	£24,240 (pro rata) + 10% pension
Accountable to:	Loly North, Recovery Coordinator
Accountable for:	Volunteers & Service Users
Closing Date:	4 th July 2025
Interview Date:	14 th July 2025
Panel:	Loly North, Louise McIvor, Ella Gamaleldeen

Role Summary

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives aimed at meeting the needs of lesbian, gay, bisexual, and trans people. We are looking for a part-time Recovery Officer to join our Liverpool Recovery Team. Our Liverpool Recovery Programme is funded by Liverpool City Council and provides support for LGBTQ+ people aged 18+ who would like to make changes around their alcohol and/or drug use including those engaging in chemsex. This is a varied role, and you will work closely with the sexual health team, domestic abuse team and wellbeing services to deliver a holistic and person-centred approach to the support provided.

The Recovery Officer role is service user facing and is pivotal in the delivery of specialist substance use support for LGBTQ+ Communities.

This role will be based in Liverpool and may include working from home but will require availability for face-to-face delivery and is subject to an enhanced DBS check.

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 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.
- **Group Support:** Group facilitation and development of our mutual aid support groups. Planning group sessions, recording details of groups and promoting groups across our website and with our communications team.
- **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.

Working within this role will include supporting individuals with a wide variety of health and wellbeing needs and changing levels of risk. Due to this, it is important that candidates applying

for this role are aware of their own resilience and are able to seek support when needed. A key area of focus within this role will be ensuring consistency, quality and stability within this provision, ultimately getting the best outcomes for those we serve.

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 its 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.

Person Specification

We realise that we could miss incredible talent joining LGBT Foundation because someone might not see themselves in every single one of these criteria below. For example, research shows that women of colour are less likely to apply to a role if they do not meet all criteria.

Please do not be put off if you feel you do not tick all the boxes below. If you think you could be great for this job, but are not entirely sure, please apply anyway.

Skills & Abilities

- Passionate about creating a safe and welcoming environment for LGBTQ+ communities and allies.
- Excellent interpersonal and communication skills.
- Excellent communication skills with people from a wide variety of experiences.
- Excellent administration and organisational skills.
- Ability to maintain professional boundaries and resilience.
- Able to represent LGBT Foundation with the highest levels of professionalism.
- Skills in presenting and training others. **(Desirable)**

Experience

- Experience of outreach work and peer support work in various settings is advantageous.
- 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. **(Desirable)**
- Experience of working with people in the LGBTQ+ community. **(Desirable)**
- Experience of developing and delivering training. **(Desirable)**

Knowledge & Understanding

- Knowledge of substance use and chemsex drugs.
- Knowledge of harm reduction information.
- An understanding of LGBTQ+ communities and the issues faced by them.
- An understanding of best practice in recovery.
- Lived experience of recovery is a very valuable asset in this role.

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** – 16 hours per week– with an expectation of evening and weekend work.
- (ii) **Annual Leave** – 26 Days per year – increasing by one day for each year served up to 31 days 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. As a result, colleagues work from home and our centre in Liverpool. Due to the nature of this role, there will be an expectation for at least a weekly presence within our Centre in Liverpool. A commute would need to be self-funded so please bear this in mind if you do not live locally.

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 Loly North on 0345 3 30 30 30 or recoveryliverpool@lgbt.foundation