



Job Application Pack

Job Title	Recovery Link Worker
Hours	36
Salary	£20,361 pro Rata
Location	Viewforth Street Kirkcaldy
Closing Date	Friday 14th November 2014

If you have any questions about the information contained in this Job Application Pack, the Application Form or the Application Process, please contact our Admin Team on 01592 800430.



How to Apply

Applications should be submitted by the closing date. Late applications cannot be accepted and in the interests of equality, we do not accept CVs.

Our Application forms are post specific and you will need to complete a separate Application Form for each vacancy you are applying for. All of our vacancies are advertised on our website and through local communications.

Online applications are encouraged and will be acknowledged on receipt. If you have not received confirmation within 24 hours, please contact our Admin Team on 01592 800430 to ensure that your application has been received. We will contact you via the email address you supply on your application, so it is important that you check your email account regularly.

If you are applying by post, please send your completed Application Form to our Head Office;
57 - 59 Viewforth Street,
Kirkcaldy,
KY1 3DJ

Due to the number of applications received for each vacancy, you will only be notified if you have been selected for interview.

PVG Scheme Membership Pre employment Checks

Offers of employment are subject to the following pre employment checks:

- Proof of right to work in the UK
- Proof of qualifications
- References – two references of which one is your current or previous employer
- Conditional Offer Health Check (this complies with section 60(6) of the Equality Act 2010)

For the majority of our vacancies, you will need PVG Scheme Membership. Offers of employment are subject to a PVG Disclosure and Frontline Fife will apply for membership once a conditional offer has been made and accepted. Once a satisfactory PVG Disclosure is obtained, a firm offer will be made.

Applicants with Disabilities

If you require the application to be made available in a different format such as tape, Braille or large print, please let us know in plenty of time as we will need to ask for assistance from other agencies. If called for interview, should you wish to require further reasonable adjustments to be made during the recruitment process then please contact the Admin team on 01592 800430. Please notify as soon as practicable to allow us sufficient time to meet your needs.

Additional Information

If you wish an informal discussion about the vacancy, please contact Gary Guichan, Housing Options Area Coordinator on 01592 583394.



Preventing homelessness, transforming lives

Frontline Fife

Frontline Fife was launched in April 2007, the product of a merger between Levenmouth Homeless Trust and Open Door Fife. Frontline Fife is committed to working with other agencies and Fife Council in partnership to deliver services across a wide range of need with people experiencing housing difficulties. Since 2010, specifically, there has been a focus on prevention of homelessness nationally and at local authority level, in advance of this Frontline articulated this aspiration on merger as our vision, *'preventing homelessness, transforming lives'*.

Our service delivery is centred on Fife's Home4Good (H4G) network, and throughout Fife as people are being supported to hold on to their home. The Home4Good network, although encompassing a number of services is identified mainly as a series of 'one stop' shops; Cupar, Leven, Kirkcaldy and Dunfermline. There has been much discussion over the years previous to extend this to include Glenrothes and Cowdenbeath though given the current financial situation UK-wide this looks likely to be 'put on ice' for the time being. Glasgow and Edinburgh apart, Fife usually has the third largest number of homelessness presentations in Scotland whether this is due to tenancy or mortgage repossession.

The H4G centres enable people facing a housing decision, or who find themselves in difficulty to explore their options with staff trained in advice and case management. Partnership working also caters for people who may require a homelessness assessment and, where appropriate, can enable case workers to work alongside people to avert crisis, help address the issues such as money, debt, unemployment, addiction or offending that may be contributing factors to a housing problem. The approach allows for a wider, better informed vision of Housing Options in Scotland.

Prevention First is the brand offered to options work in Fife. Frontline Fife is a major provider of this service.

Our values:

- We believe that everyone should have access to choice; decent, affordable housing options in an area that suits their economic needs.
- We treat people with dignity and respect regardless of their position in society, their circumstances or background in such a way that promotes their self-value, interests and well-being.

We also believe:

- Everyone has an equal right to a real job as a means of realising their potential.
- That the true participation of our stakeholders is essential to our relevance.
- Our relationships are based on mutual support, fairness, honesty and respect.
- We commit to excellence and innovation.

Our strategy:

- To work with people experiencing housing difficulty or facing homelessness
- To design and deliver services focused on preventing homelessness wherever possible
- To connect people with the opportunity to change their lives for the better
- We also work to prevent homelessness by delivering education, mediating with different parties and through campaigning with our partner organisations.

In furtherance of this, at Frontline Fife we deliver a number of Services and Innovations including:

Housing Advice & Information

We provide a regulated service providing advice, advocacy and representation on a wide range of housing issues. Our Housing Advice & Information Service operates from the 4 Home4Good Centres and also from a number of Outreach Clinics across Fife. We assist people in Fife Council, Housing Associations and private tenancies and also those in their own properties who are experiencing difficulties. Through partnership working, such as our Fife Advice Partnership (Scottish Legal Aid Board funded) and Fife Housing & Neighbourhood Services funding, we assist people to access specialist services such as legal and debt advice, employability agencies, health professionals, drug and alcohol agencies as well as practical assistance from our Resource Centre Workers with sourcing of furniture, grants, food parcels and clothing donations.

We also provide a Private Landlord Advice Service which was started in response to the concerns of private landlords and to help them set up, manage and terminate tenancies legally. We work closely with Fife Council's Landlord Registration Team and provide valuable input at Local Landlord Forums and National Meetings.

We have a comprehensive Leaving Home Education Programme, working in High Schools, Colleges and Employment Programmes throughout Fife. The aim of the programme is to highlight the issues around homelessness, leaving home and budgeting and help students make more informed decisions.

Prevention First

Though integral to and within the context of our regulated housing advice service, we also provide Triage, Crisis and Enhanced Housing Options Assessments to people presenting in difficulty or simply wishing to review their options. Being Fife-wide, we are a key stakeholder in Fife Council's Prevention First (PF) Initiative. Frontline is currently working, within the context of PF to open this up as a more comprehensive means to achieve a Housing Options approach in Fife. With regard to this we are restructuring effort to achieve integrated teams across Fife working with our partners in Fife Council to grow this effort and widen the understanding. In support of this goal Frontline has brokered strategic partnerships with Citizens Advice & Rights Fife (CARF), The Fife Law Centre and Fife Council having secured significant resources from the Scottish Government's 'Making Justice Work' programme as administered through the Scottish Legal Aid Board. This funding has offered a boost to Fife's PF approach.

Housing Support

Frontline Fife offers a Fife-wide comprehensive and co-ordinated approach which meets the needs of people in housing difficulty. By being dynamic, flexible and available to people of all ages and gender, we help many people transform their lives and re-connect with opportunities many of us take for granted.

We provide Support in a variety of ways:

- Our Visiting Support provides practical help and support to people in their own tenancies, aiming to help them to sustain their situation and prevent them from becoming homeless.
- Our Core & Cluster Project offers emergency accommodation to people. Places are allocated through Fife Council when people present as homeless and we can accommodate up to 18 people at any one time.
- We also manage a number of Shared Flats across Fife. We assist people moving into their tenancy and, where appropriate, out of this arrangement and into more sustainable options.
- We work in partnership with Social Work and Housing to provide a number of properties for young people leaving care. As well as managing the properties, we also offer support and assistance when required.
- Our Housing Support Workers (Case Workers) have also been involved in activities programmes offering people the opportunity to meet others experiencing the same issues, nurture social skills, increase

confidence and build the social networks that lessen dependency on professional agencies. Through a variety of methods, those taking part are encouraged to think more positively about their future, what they can achieve and hopefully look at training, education, volunteering and employment.

Volunteering

We recruit volunteers from the local community to work on a range of projects throughout Fife. We recruit, train, support and supervise our volunteers and help them gain skills in experience in a variety of areas such as:

- Advice
- Administration & Reception,
- Gardening / Allotments
- Food Preparation,
- Painting and Decorating,
- Retail and Befriending.

Enterprising

Frontline Fife is an organisation that endorses an enterprise approach across all our operations and functions; seeking to earn, invest and innovate rather than simply be a recipient of grants. We have been active in articulating a monetary value of the social benefit that we contribute towards by calculating the Social Return on Investment. Working in partnership with other organisations we also operate a social business that is currently investing in the development of a small number of enterprises. In time hope to alter the dynamic between earned income and grant income to become more self sufficient and be able to develop relevant services with people rather than merely respond to funding opportunity that may be ill-fitting. Growing our own businesses not only earns income or offer a product or service but ensure that we can present people, some distance from being job ready, a kick-start into employment whilst gaining the confidence and respect needed to make positive progress in their lives to the benefit of our local communities.

Extract from funding Proposal to Fife ADP

The main aim of this proposal is to build the capacity of our principal partner, Fife Intensive Rehabilitation and Substance Misuse Team (FIRST) and other specialist agencies to channel referrals, and support to enable clients to sustain involvement on Community Rehab and onto Employability Programmes. We will achieve this by offering a range of contextual housing advice, money advice, generic advice and support to participants and specialist agencies.

In outline, this element will deliver:

- High quality and 'high tolerance' support; skilled in brokering expert multi-disciplinary involvement.
- Generic Support for people experiencing addiction with dedicated staff to channel and focus clients of sector with regard to encouraging an aspiration for rehabilitation.
- Access to the wider network of Housing Support providers Fife-wide for referrals.
- Access to the Home4Good Network of Centres Fife-wide with established case management protocols and network of associated professionals and agencies.
- A 'safety net' and 'time out' for people not able to sustain engagement with rehab whilst creating the motivational environment to re-engage within an appropriate timeframe.
- Initial delivery is by employing two support workers with a dedicated role to harness the referrals and support of clients into and throughout the process.

During the year 2010 – 11 Frontline engaged with **22,500 people** with housing related issues, going on to work more intensely with a smaller though considerable number of clients with more complex issues over a range of interventions contributing to their housing crisis.

In general, Frontline Fife works with and reports to both NHS Fife and Fife Council delivering e.g.: Triage Assessments; Employability and Creative Activities; Volunteering Programme (recently funded through Coalfields Regeneration Trust); Housing Advice; Educational Programmes; Training in Housing Advice; Visiting Housing Support; various Temporary Accommodation Models (including shared flats and a Scottish first for direct access through Core and Cluster); Social Enterprise and 'Making Justice Work' (Scottish Legal Aid Board). Being committed to prevention of homelessness through early intervention, Frontline accounts for a significant element of all Fife's 'Prevention First' or Housing Options initiative; assisting people to realise best option to suit their housing needs. In many cases this involves complex case management of people with a number of issues that can contribute towards a housing difficulty including addiction.

This effort has to be viewed within the context of a partnership to deliver the wholeness of the brief, working primarily with FIRST delivering a full range of services to Tier 3 working with the client from chaotic use to recovery. The partners also have an extensive network of supportive agencies complementing the effort in areas such as Housing Support and Accommodation, Money Advice and Legal Representation, Employability (specifically Next Steps and P2W) and other specific counselling services.

Referral routes

Referrals can be two-way largely though involving people from housing support into Recovery interventions this also involves referrals from Recovery programmes for people who can benefit from housing support.

- **Referrals come from:** Local Service Network, Social Services, GP's, NHS Addiction Services, Housing, Psychiatric Services, Accident and Emergency, Fife Constabulary, Homelessness Mental Health Liaison Service and other addiction agencies – many currently use the FORT Network.
- **Referrals to:** on commitment to change, FIRST (Community Rehab), simultaneous to this and as assessed, will be referral to specialist and mainstream employability and employment programmes – depending on the needs and disposition of individual clients

Job Description

Job Title	Recovery Link Worker (Substance Misuse Support Worker)
Location	Viewforth Street Kirkcaldy
Responsible To	Housing Options and Advice Coordinator (Kirkcaldy)
Responsible For	Coordinate a range of services focussed on stabilising a person's situation, enabling them to engage with recovery and sustain their tenancy. This includes working with someone if they drop out of their recovery service, supporting them to re-stabilise and re-enter recovery.
Hours	36 hrs per week
Holiday Entitlement	20 days (pro rata)
Salary	£20,361 (pro rata)
Probationary Period	1 month
Role	<p>The Recovery Link Worker provides a case management service to support clients through their recovery journey. You will refer people into recovery services, coordinating the support that they need to engage with the recovery process, including assistance to re-engage. The focus of this role is to help people access the right service at the right time in order to stabilise their situation, maintain their tenancy and achieve their recovery goals. You will manage referrals across:</p> <ul style="list-style-type: none"> • Substance misuse services • Counselling and support • Health services • Housing support • Social Work • Housing advice • Money/debt advice <p>A key element of the role is to work closely with the FIRST, (Fife Intensive Rehabilitation and Substance Misuse Team) to ensure a strong referral pathway between the two agencies and supplement their programme with comprehensive case management.</p> <p>Recovery Link Workers will work within the requirements of the Care Inspectorate.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Manage intake and allocation of referrals from a range of agencies, including our Housing Support programme • Comprehensive assessment and planning around client needs • Coordinating a range of referrals into services that will stabilise a person's situation and work with them on their recovery, with a focus on referring into FIRST • Build a relationship with the person in order to be able to work alongside them through their recovery process.

	<ul style="list-style-type: none"> • Act as an advocate on behalf of the person • Work with the person if they drop out of their recovery service, supporting them to re-stabilise and re-enter recovery • Working closely with other support providers and addictions agencies, including increasing awareness of our Recovery Link service and to ensure that people falling out of recovery programmes are offered support to minimise harm, stabilise their situation and re-engage at the appropriate time • Work to achieve performance targets integral to ADP contract
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Duties & Responsibilities	<p>Duties and Responsibilities:</p> <p>The Recovery Link Worker is expected to be flexible in their approach and employ a high tolerance level to respond to the needs of people requiring the service. Due to this involving a dynamic interdisciplinary approach to Community Rehab the worker is expected to share learning and present to partner agencies.</p> <p>The main duties are listed below, this is not an exhaustive list nor would each task be required for every scenario. The Recovery Link Workers are expected to undertake other tasks that may not listed, but are seen as reasonable for their grade.</p> <ul style="list-style-type: none"> • Dealing with the full range of client and agency queries and discussion, at Centre reception, over the phone and within people's own homes • Provide tailored advice and guidance for people about their recovery and, as necessary, their housing situation • Coordinate a range of services focussed on stabilising a person's situation, enabling them to engage with recovery and sustain their tenancy. This would encompass developing a support recovery plan, making targeted referrals, overseeing progress of referrals, maintaining regular communication with all parties, responding to crisis, advocating for the person, reviewing client progress on a monthly basis and updating support recovery plan accordingly. • Completion of all necessary forms including, consent to share, our initial assessment and plan and the multiagency triage forms. • Keep all records updated following the organisation's confidentiality policy • Completion of the quarterly and annual reports and statistics • All relevant administration tasks, including the upkeep of the electronic diary system and case recording. • Attend internal and external meetings, liaising with a range of different agencies (including Fife Council) to ensure the provision of high quality services. • Take an active role in promoting the service • Participate in regular supervision from the Housing Options and Advice Coordinator (Kirkcaldy). • Work with your Line Manager to ensure the smooth running of the service
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Specification: Recovery Link Worker

		Essential	Desirable
Qualifications	<ul style="list-style-type: none"> SVQ level 3, HNC or equivalent in social care SW, Nursing, Com. Ed or equivalent First Degree in a relevant field 	✓ ✓	
Experience Client Support Life experience	<ul style="list-style-type: none"> Providing information and support to vulnerable individuals as part of a formal support plan Working with people experiencing alcohol or other substance addiction Providing a confidential service to clients for pregnancy testing, condom distribution, needle exchange, core assessment and employability Working with vulnerable people Exposure to a variety of life experiences 	✓ ✓ ✓ ✓ ✓	
Knowledge	<ul style="list-style-type: none"> Addictions / Issues related to drug or alcohol misuse Data Protection legislation Confidentiality requirements Care Inspectorate standards Equality and diversity Factors contributing to social exclusion Importance of employability to life chances and choices Knowledge of safeguarding Training to Information & Advice Standards Type 1 The benefit system / Welfare Reform 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓
Skills and Abilities Communication And relationship	<ul style="list-style-type: none"> The ability to discuss sensitive issues with a range of clients and assess any barriers to communication. Demonstrate empathy for client situations. The ability to re-assure clients that solutions are available. The ability to calm a situation and prevent escalation Assessing clients readiness for help or intervention and their current state of mind. Sensory awareness. Basic negotiating skills Demonstrate high tolerance when working with clients with complex needs The ability to work in a team and independently Managing caseload and diary appointments Presenting on the remit of the service with Housing Support and Addictions agencies 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

