

Lived Experience Lead

Dudley

Starting Salary £22,462

Role Profile

About Us



Gordon Moody provides residential treatment services for people with severe gambling problems. On treatment completion, we offer ongoing recovery support, through relapse prevention, other therapeutic interventions, and practical support. This also includes facilitating access to wider services and skills building, promoting our Recovery House Programme and developing opportunities to use the voices of lived experiences in shaping and influencing all areas of our work.

About the Role

The right candidate may have relevant personal lived experience or relevant work experience of working with the lived experience of others.

We are looking for someone who will:

- Be responsible for establishing and maintaining post treatment support for attendees of the residential treatment programme.
- Be responsible for developing and maintaining strong relationship with external organisations that can enhance our service user's continuous recovery plan.
- Have experience in providing emotional support in a addictions, health or social care setting as well as a passion and firm understanding of how to bring service users voices to the forefront of service development and decision making.
- Provide proactive aftercare recovery support, which is coordinated according to the level of need, by maintaining a caseload, clear records, activity and outcomes data.
- Lead on the development of service user involvement, including recovery-focused events for ex-residents, and development of peer support initiatives.
- Work closely with the Residential Treatment Service, Recovery House and our other Wraparound Services, to ensure effective transitions and standardised approaches.
- Work to ensure that the development of services meets the aims and objectives of Gordon Moody and serves to further enhance the well-established reputation for high-quality treatment and recovery support.

Key Responsibilities

- Liaising with the therapy teams in developing robust continuous recovery plans for our service user and assisting service users in development of their ongoing support and recovery network.
- Liaising with external agencies for implementation of comprehensive aftercare plans (eg. housing agencies, volunteering, education, employment, counselling and mental health support, social enterprise, peer-support groups etc.)
- Delivering structured therapeutic one-to-one and group interventions for our service users, post-treatment, to support recovery and independence.
- Delivering a weekly relapse prevention programme for service users in residential treatment.
- Reporting and recording activity and service user information on our data systems and reviewing data and performance and identifying areas for improvement.
- Developing and maintaining robust caseload management, prioritising and responding flexibly to different levels of need, including offering brief support and crisis response to service users
- Ensuring support is stepped down in an appropriate and timely manner, through clear transition plans and signposting to wider available support.
- Assisting, wherever possible, as appropriate and necessary with the resettlement process, liaising with local housing dept/estate agents and landlords to support move on into independent living.
- Developing relationships where appropriate with family and loved ones, and being the main point of contact for brief support and signposting.
- Leading on the collection of follow up outcome information at regular intervals post treatment, inputting this data, collating and reporting on results.
- Coordinating the development of service user involvement plans including the development of an Alumni to meeting twice annually.
- Working collaboratively with other Gordon Moody Programmes and central teams for the purposes of integrated working and shared objectives.
- Promoting and representing the work of Gordon Moody as required and constantly working toward improving our aftercare support.
- Supporting service users and staff team during the delivery of the residential retreat programmes as required.

Person Specification

Qualifications

Essential

- GCSE or above in English (or equivalent)
- Willingness to engage in learning and development, including training, relevant to the role

Desirable

- Health and Social Care, IAG qualification or equivalent
- Counselling/ Social Care/Mental Health qualification
- Addiction qualification/training
- Safeguarding (adults & children) training
- Peer support or Service User Involvement training
- Evidence of ongoing CPD

Skills, knowledge & ability

Essential

- Experience in the field of problematic addiction either as a practitioner or as lived experience. Within the gambling field would be advantageous.
- Demonstrable experience of supporting emotionally vulnerable individuals
- Ability to deliver, and understanding of, recovery-oriented systems of care
- Ability to establish and maintain good relationships with a variety of stakeholders and collaborate as a team
- Ability to work on own initiative, and manage workload and caseload effectively and flexible
- Ability to promptly identify, report, and act on risk, safeguarding or other concerns
- Ability to understand and work comfortably with different needs and diversities
- Demonstrate a commitment to the shared values and objectives of the organisation

Desirable

- Experience of delivering therapeutic support
- Experience of care planning
- Experience of managing caseloads
- Experience of working in a recovery service
- Experience in community liaison and engagement