



Intensive Recovery Support Worker (North Lanarkshire) Role Profile

To be part of an innovative Scottish Government funded Test of Change to provide intensive recovery-orientated support to people with living experience of addiction or in early recovery, increasing engagement levels with addiction and community support services and with local community organisations, to reduce drug related harms and deaths in North Lanarkshire.

To support, connect and empower people whose needs and complexity require support at levels of intensity above existing models such as Housing First/Homes First.

To offer person-centred, trauma-informed, and wellbeing-focused support for people with complex and interdependent support needs ('Higher End of Need'), working across all ADP partners to help join the dots across all organisations and support positive recovery outcomes.

To work collaboratively with community groups, existing recovery communities and the Alcohol and Drug Partnership (ADP) to deliver Intensive Recovery Support to those with lived or living experiencing of addiction, homelessness, and offending behaviours. To provide mentoring, navigation, connection, and advocacy support for people transitioning from Supported Accommodation Services, and for anyone referred into the IRS Service from the Homes First Team, by partner organisations or via self-referral regardless of their accommodation status. To support people to not only manage and sustain their tenancy, but to connect into their local community and to engage in meaningful person-centred recovery. To do this collaboratively with partner organisations to help promote a Recovery Orientated System of Care (ROSC) in North Lanarkshire.

To work alongside BT colleagues and partner organisations to support the development of a Connected Community model, including using digital solutions to share what service and community-based support is available and what empowering activities they could connect into.

To contribute to the development of recovery communities in North Lanarkshire, promoting the IRS Service, and supporting people to move into and sustain their recovery, to gain volunteering and training experience, and become more involved in their local community.

OUR VALUES

We are a social care organisation that supports over 400 people every day, across ten local authorities. We provide adults and young people with safe, psychologically informed supports and provide housing solutions across Scotland. Our staff are trauma-



informed, championing the rights of our supported people and helping them overcome barriers through the delivery of our values, Kind; Passionate; and Creative.

MAIN DUTIES AND RESPONSIBILITIES

1. To lead this IRS Service Test of Change to achieve positive recovery outcomes for the people we support under the direction of the Service Manager.
2. To provide trauma-informed, person-centred, and wellbeing-focused support for people with lived or living experience of addiction, helping them to achieve their personal recovery goals.
3. To support people transitioning from supported accommodation into the local community or referred from other sources, helping them on their personal Stepping-Stone housing pathway towards a settled tenancy, building their tenancy and life management skills so the tenancy can be flipped into their name at the right time.
4. To support people to engage with all support services and to connect into organisations and groups that will help them on their personal recovery journey.
5. To promote CHIME outcomes by bringing Connections, Hope, Identity, Meaning, and Empowerment to the people being supported.
To be there for people as Mentor, Navigator, Connector, and Advocate to support and equip them to grow in confidence and build recovery resilience.
6. To promote a trauma-informed approach to recovery that focuses on offering choice, respecting rights, reducing harms, making positive connections, developing lasting relationships, equipping people for success, and empowering people to thrive.
7. To liaise with all other services and professionals involved in the provision of support to anyone referred into the IRS Service.
To support the use of digital solutions to build a connected and compassionate online recovery community where asset information is shared and where people can be supported, especially out of hours.
8. To support the development of a Connected Community in North Lanarkshire, working with local recovery communities and with BT volunteers to mobilise a Hope Outreach Team and build a Hope Connection Network of all available organisations and assets that people could connect into as part of their own recovery journey – BT will provide incubation and shared services support to build a sustainable Connected Community Model.
9. To support, review, monitor and evaluate through SHARP monitoring tool to achieve a positive person-centered outcome for the people we work with in line with Blue Triangle's statutory and legislative requirements.
10. To adhere to safe systems of work and risk assessments, contributing to review processes/paperwork and updating as required.
11. To work with Central Support Team, the ADP and Recovery Communities to shape Volunteering Opportunities for people in recovery as part of developing

and running the Connected Community, including 'pop up' drop-ins and community meals at locations across North Lanarkshire.

12. To capture and share Stories of Hope from the IRS Service, supporting the development of Outcome and Impact Reports for CORRA and Scottish Government.

13. To be part of a BT Collaborative Community, working with the other IRS Workers to share ideas and offer support to ensure we maximise the outcomes we achieve for the people we support – after all, our Mission is to Empower People to Thrive.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> Lived experience or personal understanding of addiction (direct or close understanding through family/friends) SVQ in Social Services and Healthcare at SCQF level 6 or 7 (SVQ 3) 	
Knowledge	<ul style="list-style-type: none"> Working with people affected by addiction Working with people being supported by or receiving inputs from multiple agencies Person-Centred, Trauma-Informed, and Wellbeing-Focused approaches Recovery from Addiction & Mental Health Issues experienced due to trauma and life-impacts Complex and interdependent factors in people's lives that prevent them engaging and fulfilling their potential Tenancy sustainment 	<ul style="list-style-type: none"> Rights, Respect, Recovery MAT Standards Recovery Orientated Systems of Care (ROSC) Recovery Communities Harm Reduction Approaches Issues related to boundaries, attachment disorder National Care Standards SSSC Codes of Practice
Experience	<ul style="list-style-type: none"> Team working across multiple partners to promote collaboration and asset sharing Working with addiction and mental health issues Working with challenging behaviour Supporting people to manage their tenancy and connect into their local community Promoting recovery and working to empower people to 	<ul style="list-style-type: none"> Recording information for daily reports, weekly summaries and review updates Understanding support planning Working with people who have trauma experienced backgrounds Multi-agency partnership working

	<p>thrive – see the potential and work to unlock it</p> <ul style="list-style-type: none"> • Designing services and testing new ways of working • Capturing support outcomes (hard and soft) 	
Skills / Abilities	<ul style="list-style-type: none"> • To see the bigger picture and join the dots • To be creative, to bring ideas, and to be solution-focused to overcome obstacles and challenges • To build trusted relationships with supported people • To be connected with and respected by partners • To be appropriately assertiveness when needed to reduce harm or to motivate for success • To prioritise case load and work under pressure • To develop and sustain positive and appropriate relationships with supported people and partners • To communicate well in all ways (verbal and written) 	<ul style="list-style-type: none"> • Planning/organising work schedules • Identifying need, planning and facilitating inputs for others • Ability to motivate people using group work process • Ability to identify potential issues • Ability to problem solve
Personal Qualities	<ul style="list-style-type: none"> • Live out our values – Being Kind, Passionate, & Creative • Flexible, adaptable and reliable • Friendly, calm and personable • Patient, resilient and tolerant • Compassionate 	
Personal Circumstances	<ul style="list-style-type: none"> • Ability to work flexible shift patterns 	