

Job Title	Life Course Group Facilitator	Pay Band:	Staff
Reports to	Client Pathways Joint Team Leaders	Pay Tier Range:	6.0 – 6.6
Occupational Requirement(s):	Active Christian Faith	Status:	Permanent
DBS Requirement:	Enhanced	Weekly Hours:	30 hours
Job Purpose	To support clients through the in-house Life Course and associated activities so that they can strengthen and sustain their recovery, becoming role models in their own communities. The aim being to help clients make positive changes to increase emotional resilience, personal-social well-being and tenancy stability. Seeking to help individuals feel part of a mutually supportive community where they are known, accepted and encouraged, and where they can encounter God’s love.		
Outcomes			
<ul style="list-style-type: none">• The <u>life skills</u> of clients who access services or activities run or hosted by inHope are demonstrably improved.• The life skill needs of clients accessing inHope spaces (Spring of Hope, Wild Goose, Life Recovery, S&EB Foodbank) are known and routes to access skills development are available and utilised by the service delivery team.• Clients of inHope identify an increased sense of <u>personal resilience and hope for the future</u>.• Clients who access inHope spaces, its services/activities, have an increased sense of <u>safety, being known and community</u>.• The <u>health and wellbeing</u> of clients who access services/activities run or hosted by inHope are demonstrably improved.• The voice of inHope's clients is heard within inHope’s service design and provision.			
Outputs			
<ul style="list-style-type: none">• The Life Course is made available on a rolling basis to clients referred both internally and from external routes, with participant outcomes linked to overall outcomes.• A Life Course community of practice is grown to contribute to the continual development and adaptation of the resource.• Additional Life skill development programmes and activities which meet known client needs are made available and can be accessed through inHope spaces (SoH, WG, LR and FB) as resources and opportunities are available.• The range of life skills programmes are co-designed with client, ensuring they build personal resilience and practical skills through an active and engaged client community.• Support the Pathways Team Leaders in developing tools and approaches to promote the Life Course social franchise to potential partners.• Opportunities for Life Course participants to access work placements, volunteering and other meaningful activities are available through clearly defined client pathways.• Information and data are collected which can be used to demonstrate impact, shape and support external messaging and promote safe working practices.• Partnership, collaboration and networking with agencies that support client skills development and build recovery capital.• Ongoing support is provided to Life Course participants, ensuring sustained engagement and progress beyond Life Course completion.• Opportunities are made available for clients to explore or practice their Christian faith.			
Key Tasks			
<ul style="list-style-type: none">• Life Course Delivery:<ul style="list-style-type: none">○ Facilitate the Life Course on a rolling basis, including assessment and post course to support transition to move-on activities for clients across inHope services.○ Support the creation of a portfolio of post Life Course activities – volunteering, training, education, employment and other meaningful activities providing guidance where appropriate.○ Support Peer Volunteers in service delivery.○ Develop and maintain links with external recovery agencies to maintain high referral levels to the Life Course.○ Creating and expanding referral pathways for clients across all inHope services to enable access to the Life Course and additional life skill development programmes.○ Maintain accurate and up-to-date client records and impact data, using this information to evaluate client support and outcomes.○ Liaise with external agencies for client support and safeguarding.○ Ensure that engagement with clients in all spaces (WG, SoH, LR and FB outlets) and in programme delivery is Psychologically and Trauma Informed (PIE & TI).○ Collaborate with Team Leaders and co-workers across inHope services to provide an integrated, coordinated and seamless service to inHope clients.			

- Collect, collate and share client stories to inspire and encourage clients, supporters, staff, partners, volunteers and funders.
 - Participate in relevant city-wide recovery forums and initiatives.
 - Stay up to date with drugs and alcohol research, training and city-wide approaches to substance misuse.
 - Maintain a posture of faith sharing in all aspects of work.
- **Support the Life Course Franchise**
 - Support the development of Life Course materials and Life Course facilitation training manuals.
 - Support the provision of training and course support for agencies where necessary, including online training / support resources, and support hubs.
- **Compliance with law and good practice**
 - Contribute to the risk register(s) covering service delivery.
 - Collaborate with Client Pathways Team Leaders to ensure that risk registers are up to date and adhered to for the Life Courses and activities-provided.
 - Contribute to creating, developing and refreshing policies and procedures which serve the needs of the Client Pathways Team.
- **General Duties**
 - Christian pastoral care for colleagues within inHope.
 - To participate in, and sometimes lead, tasks and other activities that further the work of inHope from time to time.

Key Attributes

- **Person Statement**
A knowledge of recovery issues in both addiction and mental health fields, and the capacity to support positive change in people with complex needs. A reliable person with the ability to prioritise, facilitate groups, work with others, and with a capacity to remain calm in stressful situations. Has a sense of God's call to use their skills and experience to serve clients and realise the outcomes of the charity.
- **Essential Attributes**
 - Is outcome focussed and thrives in values-based teams.
 - Qualification, or relevant work experience, in Addiction Recovery and supporting people to change.
 - Experience of teaching, training and / or group facilitation using set materials.
 - Approachable, relatable and confident when engaging with the diverse client group accessing inHope services, including those with multiple needs.
 - Has emotional and cultural intelligence, non-judgemental when working with clients from diverse backgrounds.
 - Excellent interpersonal skills and clear communicator with individuals or groups of people with complex needs.
 - Experience of the vulnerabilities of inHope's client groups and experience in ensuring clients receive Psychologically and Trauma Informed (PIE & TI) support, services and activities.
 - Positive, optimistic and resourceful when dealing with obstacles and change.
 - Is motivated by hearing from and positively engaging clients in service design and delivery.
 - Mental Health First Aid trained.
 - Is aware of their own wellbeing needs, and accesses internal and external support as needed.
 - Ability to fulfil their workload effectively, recognising the needs of others within their team.
 - Experience of using M365 apps (intermediate competency) and cloud-based tools. [M365 Proficiency Scale.pdf](#)
 - Maths and English to GCSE Grade B or equivalent and completed their secondary education or equivalent, or qualified by experience.
- **Desirable Attributes**
 - Recognised qualification, or relevant work experience, in Mental Health support.
 - Experience in organising events / managing volunteers.
 - First Aid at Work Trained.
 - Awareness of Health & Safety requirements.

Key Relationships

- **Team**
 - Member of the Client Pathways Team led by the Client Pathways Joint Team Leaders.
 - Member of the service delivery team led by the Head of Services.

• Primary Relationships

- Line managed by one of the Client Pathways Team Leaders, with regular review meetings to discuss progress against role outcomes, outputs, personal and team wellbeing and development.
- Work collaboratively with the Head of Services, Team Leaders / Managers and service delivery staff and volunteers.
- Work collaboratively with the support function managers and staff.
- Work collaboratively with external partners who run the Life Course, and similar programmes.
- A fully participative member of the staff team attending staff meetings, prayer times and events.
- To build good and supportive working relationships with the whole staff team.
- To positively engage with appropriate self-development and external training.