



## JOB SUMMARY AND PERSON SPECIFICATION

**Job Title:** Recovery Services Access Lead

**Salary:** Grade F

**Reports to:** Operational Manager (Case Management)

**Location:** Remote

The client group for this role are our Armed Forces Community, families and Locally Embedded Civilians (LEC's), which includes those who may be elderly, ill, or disabled.

Given the potential needs of the client group and those certain requirements of the role fall within regulated activities, such as advising or guiding vulnerable adults, this position may be subject to an enhanced DBS check or country equivalent checks.

Anyone connected with Help for Heroes may be at risk and/or vulnerable/temporarily vulnerable, either by statutory definition or through circumstance. Help for Heroes is committed to safeguarding and ensuring the welfare of vulnerable adults, children, and young people and expects all employees and volunteers to share this commitment.

Given the potential needs of the client group and those certain requirements of the role fall within regulated activities, such as advising or guiding vulnerable adults, this position will be subject to an enhanced DBS check or country equivalent checks

<b>Job Purpose</b>	<p>Work as a national team member to managing the Recovery Triage process to ensure a positive experience for our Armed Forces Community (AFC) from the beginning of application for support through to allocation.</p> <p>To be a subject matter expert (SME) for all AFC who have submitted an Ask for Help form and request for support.</p> <p>To become an SME on the case management system, Eclipse, and to provide training across teams to all new and existing staff. To update training as and when required.</p> <p>The postholder will work cross functionally.</p>
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<b>Accountabilities</b>	<p>Accountable for delivery of the provisions of the Case Management Service Framework and Service Standards.</p> <p>The role forms part of the Case Management Service, with leadership provided by the Head of Service and delegated through the regional Operational Manager (Case Management). Recovery teams work collaboratively and cross-functionally under the overall leadership of the Services Director.</p> <p>Specifically, Recovery Services Access Leads hold responsibility for the following</p> <ul style="list-style-type: none"> <li>• Designated national leads for the onboarding of the AFC who have asked. ALT's follow set process, adhering to framework and policy.</li> <li>• Fulfilling the role of "super-user" for the Case Management Eclipse system and providing SME training as and when required.</li> </ul> <p>This role is unique and directly contributes to the delivery of triaging AFC and ensuring they are given the right advice and direction.</p> <p>To increase reach and impact to support the 'Help Seeking' goal of the charity. There is a general responsibility, common to all recovery services colleagues, for ensuring the most positive experience for our AFC within the resources available, with particular attention on accessibility of services.</p>
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<b>Main Responsibilities</b>	<p>The aim is to support recovery to enable them to enjoy independent and fulfilling lives. The Recovery Services Access Lead's responsibilities in this are to -</p> <ul style="list-style-type: none"> <li>○ Monitor and manage all associated email inbox's, responding to enquiries within set KPI's.</li> <li>○ To support AFC to access to our application process and ensure that the charitable objects of eligibility are met.</li> <li>○ Work within the diversity of multiple or complex support needs of AFC to help them complete application forms as part of the initial triage assessment of needs, liaising with the Operational Manager as necessary.</li> </ul>
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	<ul style="list-style-type: none"> <li>○ Ensure all applications are completed satisfactorily and to ensure all data fields are accurately recorded, and Eclipse records are accurately completed within KPI targets.</li> <li>○ Provide sign-posting support and advice where necessary.</li> <li>○ Determine the most appropriate recovery service to best support the veteran's recovery goals. This will include comprehensive knowledge of other sector charities.</li> <li>○ Work within the Case Management framework and Service Standards, taking responsibility to ensure all required tasks are completed.</li> <li>○ Follow safeguarding policies and procedures</li> <li>○ If required support with administration tasks for case conferences including: <ul style="list-style-type: none"> <li>○ Capture all recommendations during the case conference meeting onto the electronic minutes.</li> <li>○ Update the case management system with all completed actions as appropriate.</li> </ul> </li> <li>○ To train new staff on the Case Management system.</li> <li>○ To contribute to data collection and audit process</li> <li>○ Support upcoming projects being led by the Case Management Team.</li> <li>○ Work with and maintain excellent relationships with all agencies and Charities working with or as part of the Case Management Team.</li> <li>○ Champion the culture of equality, diversity, dignity, and respect.</li> <li>○ Carry out any reasonable tasks and training within the overall purpose of the role.</li> <li>○ Undertake supervision in line with Help for Heroes policy.</li> <li>○ Undertake training and CPD opportunities as required and in line with appraisal.</li> <li>○ Carry out any other reasonable duties in line within the overall purpose of the post.</li> </ul>
<b>Essential Qualifications:</b>	<p>Level 3 qualification in Welfare / Health and Social Care / or a related field; the equivalent experience working in community settings (3 years).</p> <p>Minor vicissitudes</p>
<b>Essential Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Significant previous experience within an allied sector.</li> <li>• Demonstratable knowledge and experience in use of digital and online services, especially Microsoft Office 365 and client management systems.</li> <li>• A comprehensive working knowledge of Safeguarding and a knowledge of referral pathways.</li> <li>• Proven track record in the delivery of safe and effective practice aimed at progressing improved outcomes in general health, socio-economic situation, connectivity, confidence, and independence.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrable knowledge and experience in the use and delivery of engagement strategies and approaches to achieve recovery progression and quality of life outcomes.</li> <li>• Ability to communicate effectively (empathise) with AFC and their families.</li> <li>• Ability to liaise with service users and a wide range of internal and external contacts and cross sector organisations to increase opportunities and positive outcomes for beneficiaries.</li> <li>• Be an effective decision maker employing good reasoning and judgement skills, capable of taking independent action when undertaking duties remotely from others and reporting back to line manager and others as required.</li> <li>• Be confident and competent in front facing direct delivery with a variety of audiences in different situations.</li> <li>• Have initiative and creativity to contribute to the development of a quality, sustainable service offer.</li> <li>• Have sector experience – charity/military.</li> <li>• Have the ability to work effectively as part of a dispersed team.</li> <li>• Have an affinity with the Help for Heroes ethos, and behaviour and values framework.</li> </ul>
<b>Desirable Knowledge, Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Understanding of the Help for Heroes recovery ethos and integrated holistic approach.</li> </ul>
<b>Key Competencies &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Demonstrates the ability to build rapport quickly.</li> <li>• Displays a positive, empathetic, patient, polite and friendly manner.</li> <li>• Understanding of professional boundaries and how these shape effective working relationships with beneficiaries.</li> <li>• Understands fundamental principles of safeguarding, cultural awareness, first aid, mental wellbeing, inclusion and working with vulnerable adults.</li> <li>• Manages challenging situations and behaviours in a calm and appropriate manner, even when under pressure.</li> <li>• Displays the highest levels of integrity, confidentiality, and commitment. Understands levels of accountability.</li> <li>• Is well organised, responds quickly to changing demands and demonstrates strong skills in prioritisation and time management.</li> <li>• Can work within a range of environments, locations and working cultures, adapting personal style and delivery method accordingly.</li> <li>• Capable of delivering with minimal direction.</li> <li>• Attention to quality and detail in all aspects of work.</li> <li>• Demonstrates an ability to work as part of a team and be a flexible team player.</li> <li>• Demonstrates self-motivation and good organisation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicates in a professional and friendly manner.</li> <li>• Has the ability to inspire and convey the power of social engagement.</li> <li>• Possesses the capacity to work collaboratively with others.</li> <li>• Is able to embrace the organisational ethos and the process of recovery and to hold a focus on recovery progression.</li> <li>• Can demonstrate flexibility with regard to hours of work, including routine out of hours/ evening work and occasional weekends in line with beneficiary / service needs.</li> </ul> <p>There may be a requirement for contact with individuals, agencies and groups across the recovery region. Therefore, travel within a working day is to be expected. Absence from home overnight is unlikely on a routine basis but may be required on occasion.</p>
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I have read and understood the Job Description:

PRINT NAME: \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_