



RED ROSE RECOVERY LANCASHIRE

JOB DESCRIPTION

Job Title: Service User Voice

Reports to: Team Leader

Responsible to: Red Rose Recovery Lancashire Board

Base: 1 Part Time Position (YMCA Building, Fleet Street Lancaster)

Salary: £8.37 per hour

Job Summary:

The Service User Voice

- To engage with service users and capture their views and feed this back into the service
- To act as advocate for service users who wish to complain about or compliment the service
- To provide the service user voice in incidents and investigations and gain service user feedback on themes, patterns and trends to support the service learning culture
- To signpost family members into established Family Matters groups
- To support service users to participate in service audits, inspections, mystery shopping exercises and quality improvement plans
- To support identification of service user representatives who will undergo CGL Service User Representative Training and to support these reps to attend meetings
- To coordinate attendance at service user forums, such as Lancashire User Forum
- To feedback into CGL management teams
- Ensure safeguarding is reported to Team Leader and documented appropriately



RED ROSE RECOVERY LANCASHIRE

Responsibilities:

General:

- Ensure legal health and safety compliance at all times.
- To act as a corporate team member at all times and as an ambassador for Red Rose Recovery and LUF.
- To maintain confidentiality at all times.
- To adhere to all relevant policies and procedures.
- To establish and maintain a positive working relationship with service providers, commissioners and all stakeholders and the Volunteer, Community and Faith Sector.
- To undertake training as identified via personal development planning process.
- To undertake other duties commensurate to the grade of the post.
- Access to transport to undertake duties



RED ROSE RECOVERY LANCASHIRE

Person Specification

CRITERIA	STANDARD	Essential (E)/Desirable (D)
Work/Voluntary Experience	Experience of working with volunteers Service User in the community with Addiction	E
	Experience of working with Families of people in addiction	D
	Experience of working with a wide range of individuals, including professionals, carers and service users.	D
Knowledge	Knowledge of issues relevant to drug and alcohol misuse and recovery from addiction	E



RED ROSE RECOVERY LANCASHIRE

	Understanding of how networks in communities can benefit recovery	E
	Understanding of asset/strength based approaches	E
Skills/Abilities & Aptitudes	Ability to produce accurate work to tight deadlines under pressure	E
	Ability to communicate clearly in writing and orally to committees and small meetings	E
	Word processing skills/ability to email and use attachments	E
	Ability to work independently but also seek support when needed	E
	IT Literacy	E
Attitude	Commitment to the Organisation's aims and values.	E
	Commitment to personal and professional development	E
	Commitment to equality and diversity	E
	Commitment to providing a high quality service	E
	Maintain appropriate confidentiality at all times	E
	Adhere to Health and Safety at all times, including boundaries and wellbeing of self and service users.	E



RED ROSE RECOVERY LANCASHIRE

Willingness to work flexibly and regulate hours in accordance with the needs of the work

E