

	<h1>Job Description / Role Profile</h1>
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Voices Action Change Programme and Engagement Coordinator



Reports to:	Recovery Community Team Lead
Location(s)	Main Location 218 Cowbridge Rd E, Cardiff CF5 1GX Other Locations 7 St Andrew's Pl, Cardiff CF10 3BE 2-10 Holton Rd, Barry CF63 4HD 232 Holton Rd, Barry CF63 4HS 94 Neville St, Cardiff CF11 6LS St John's Church, the Hayes Cardiff CF10 1GJ Other partner locations
Hours:	37.5 per week
Contract Type:	Permanent subject to funding
Salary:	£27, 000 per annum

Background to Service:

Cardiff and Vale Drug and Alcohol Service (CAVDAS) is an Alliance of Barod, Recovery Cymru and Kaleidoscope Project. CAVDAS Alliance is commissioned by the Cardiff and Vale Substance Misuse Area Planning board. CAVDAS delivers an integrated young person's, adults and family and carer information, advice, interventions, and support service. We are looking to build a new culture providing one system for Cardiff and the Vale and an innovative, and flexible delivery model. CAVDAS services deliver a multifunctional team approach across the system, joining up interventions and creating choice for the people who access them. Peer support and coproduction are central to the model.

You will have the opportunity to influence, with the people you support, what we offer, how and where. You will coordinate the work of Voices Action Change to

ensure service users across the system design, deliver and monitor the work of CAVDAS. You will work closely with the Area Planning Board to ensure the voice of people who use services – or could use services – are central to the design and monitoring of the substance use system and governance structures. This is a key approach to challenging the stigma that people who use / have used drugs and alcohol face and is a priority for both CAVDAS and individual alliance partners.

Purpose of the role

This is a transformational role, working across the substance use services system and embedded in the heart of Cardiff and Vale Drug and Alcohol Services (CAVDAS), to ensure the voices of those with lived experience, those who are seldom heard and families are at the heart of designing, delivering and monitoring substance use services.

You will work strategically to develop the Voices Action Change Implementation plan and will liaise with CAVDAS leadership, the Area planning Board, the NHS and other strategic partners. **You will ensure that there are a variety of ways and mediums through which service users can become involved in coproduction, embracing the ladder of participation as a mechanism for delivering effective SUI across the region. You will have effective influencing skills and will be able to provide leadership for the project across a number of teams. Developing effective systems and processes will be important.**

You will engage providers, service users and carers across Cardiff and The Vale including individuals who find it challenging to engage in service design, delivery and review. You will remove barriers to engagement and target voices who are seldom heard. You will have regular contact with CAVDAS service users and their families. You will operate in locations most suited to the needs of the people you engage with, including the recovery centres, CAVDAS buildings, community outreach and statutory partners.

You will manage the Voices Action Change Peer Worker and develop a robust volunteering programme for VAC reps who will engage with people with lived experience.

You will ensure the voices of people who engage drive the design, delivery and monitoring of services.

Key Duties and Responsibilities

SPECIFIC RESPONSIBILITIES

- Informing, inspiring and encouraging people of the importance of service user involvement
- Working alongside, informing and supporting the VAC peer worker
- Recruiting, training, supporting and placing representatives
- Coproduce training and support packages for representatives
- Scoping, mapping and creating partnerships for outreach
- Developing outreach for individuals with complex and varied needs, including via homelessness and street-based work
- Creating regular opportunities and mechanisms for service users to have a voice and contribute to the design, delivery and monitoring of CAVDAS services
- Work with the substance use and wider workforce to inspire, raise awareness, train and facilitate service user involvement in their day to day work
- Work in partnership with Cardiff APB to implement and review service user involvement and coproduction within the CAVDAS alliance and throughout the work of the APB.
- Support and mentor a group of specialist service user voices including those with lived experience of Criminal Justice Systems, those serving sentences at HMP Cardiff, OST, Alcohol, Prescription drugs, Stimulants, Tier 4, family & Carers and New Psychoactive Substances.
- Support the implementation of peer-to-peer service delivery for CAVDAS such as naloxone.
- Review existing and formulate new service user involvement (SUI) across CAVDAS and implement effective communication channels with any groups that are currently operating.
- Create service user involvement workforce reps throughout CAVDAS
- Assist team leaders to self-audit against the SUI audit form within the Service User Involvement Strategy and to engage people accessing their teams
- Work with and influence others to ensure coproduction is embedded across CAVDAS and with strategic partners, developing systems and processes
- Build on existing structures across the area and develop structures, where they are limited/minimal.
- Support the coordination of national issues through communication, forums and meetings.
- Support the activity of the APB and complete specific pieces of work on behalf of the APB.
- Attend APB meetings where required.
- Manage the VAC peer worker
- Coordinate a robust volunteering programme for VAC reps

General Responsibilities

- Be responsible for dealing sensitively with the range of complex and challenging issues members may present.
- Ensure that all participants are safeguarded and that good, safe practice is followed in all project activities and to contribute to HR processes.
- Undertake reflective practice and participate in peer supervision
- To work with colleagues to ensure thorough planning, delivery, monitoring and achievement of the aims and objectives of the CAVDAS contract associated with this post
- Attend CAVDAS partnership meetings
- Communicate host organisation and CAVDAS visions and deliver upon model, ethos and philosophy
- Such other duties as may from time to time be reasonably required

Compliance and Information Management

- Ensure appropriate records and case notes are completed and maintained.
- To ensure the undertaking of appropriate monitoring, review and evaluation procedures.
- Adhere to safeguarding and data protection principles in working practice.
- Adhere to host organisation and CAVDAS policies and procedures.
- Maintain appropriate boundaries.
- Engage with Learning and Development Plans to ensure training remains up to date
- To keep up to date with strategic and policy developments and emerging trends in respect of substance use and related matters.
- Undertake relevant administrative tasks, keeping thorough records and providing reports, ensuring the confidentiality of all records is maintained and all GDPR practices are followed.
- Undertake quality assurance activities to maintain excellent standards from and for our VAC representatives and staff
- Develop and promote volunteering opportunities within an anti-discriminatory framework
- Produce reports, case studies and statistics as requested by the organisation and relevant funders

Professional Development

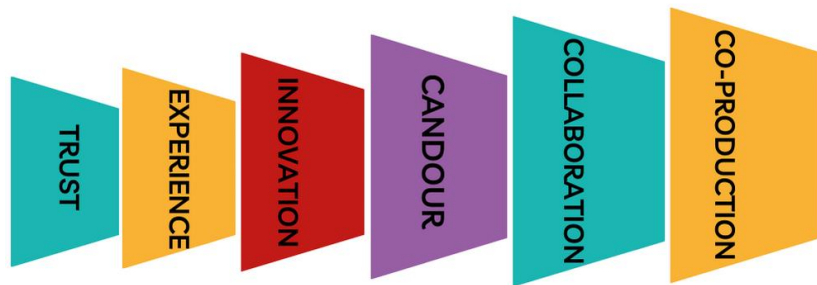
- Help with the induction and orientation of new staff, volunteers and students
- Ensure professional development by seeking regular supervision and annual appraisals and participating in the peer workforce staff programme
- Undertake reflective practice and participate in peer supervision and the peer workforce wellbeing activities
- Effectively manage own time and prioritise workload, maintaining own administration and accurate personal records regarding travel, diary appointments, TOIL, and expenses incurred (to an agreed level)

The post holder is expected to work in line with the Social Services and Well Being (Wales Act) 2014, and the Violence Against Women Domestic Abuse and Sexual Violence (Wales) Act 2015 to ensure safeguarding of individuals (adult and

children) is at the heart of service delivery. A good understanding of confidentiality and information sharing legislation is required with the confidence to act professionally and seek guidance and support from line management and colleagues where appropriate.

Vision and Values

The post holder will be expected to adhere to and embody Alliance values of TRUST, EXPERIENCE, INNOVATION, CANDOUR, COLLABORATION AND CO-PRODUCTION in their day-to-day activities working towards the Alliance outcome framework and as part of a wider team.



“The Whole is greater than the sum of its parts”

PERSON SPECIFICATION:		
	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Expected to meet good skills in numeracy and literacy. • Management/supervision/leaders qualification or equivalent or transferable experience • Excellent IT skills: competency in Microsoft Word, Outlook, Excel, and PowerPoint 	<ul style="list-style-type: none"> • Project or programme coordination • Leadership • Management
Experience/ Knowledge	<ul style="list-style-type: none"> • Personal experience of substance use (personal or family) or relatable experiences • Excellent influencing and leaderships skills • Ability to set up systems and processes to support coproduction • Ability to effectively communicate and engage with active service users and others with lived experience. • Ability and confidence needed to sit on high level meetings e.g. APB. • Ability to audit Services against SUI framework. • Ability to develop relationships with internal staff, strategic partners and other external parties/ organisations. • Will be able to demonstrate being self-directed, resourceful and creative. • Able to manage own time and work autonomously. • Able to work on own initiative with drive and enthusiasm. • Good written and verbal communication skills • Good IT skills. 	<ul style="list-style-type: none"> • Experience of accessing substance use services • Experience of delivering formal training programmes. • Use of motivational interviewing techniques. • Knowledge of safeguarding procedures. • Experience of establishing and reviewing policies and procedures.

	<ul style="list-style-type: none"> • Ability to lead a project or programme with supervision. • Good knowledge and understanding of the motivational, support and training needs of volunteers. • Ability to line manage 	
<p>Role specific requirements</p>	<ul style="list-style-type: none"> • Highly organised with ability to prioritise, plan and deliver work within agreed timeframes and to a high standard. • Good IT skills: competency in Microsoft Word, Email, Excel, PowerPoint; ability to use remote forms of communication (Zoom/Teams) and social media platforms • Flexibility to work at multiple locations and flexible working hours. • Prepared to undertake enhanced Disclosure and Barring Service (DBS) vetting. • Ability to build and develop relationships within the service, strategic partners and other external parties/ organisations; able to resolve conflict. 	<ul style="list-style-type: none"> • Full, current driving licence and use of a car which is insured for business use. • Experience and knowledge of collecting, collating, analysing and reporting on data in line with the service specification. • Experience of database systems.
<p>Recovery Cymru on behalf of CAVDAS may consider the appointment of a candidate who is unable to meet a particular requirement if they offer other skills, knowledge, or experience valuable to the role and the host Organisation. The candidate must also be able to meet the required shortfall within a reasonable timeframe whilst undertaking the newly appointed role.</p>		

Additional information

As part of a multifunctional team across the CAVDAS system, the role MAY at times and with prior agreement and training, require the post holder to undertake Dry Blood Spot Testing/ Working in Needle Exchange or in harm reduction and outreach settings. We strongly encourage you to receive BBV immunisation and ask you to evidence whether you have or are willing to receive it when offered.

You will need to provide evidence of your COVID-19 vaccination status; we strongly advise that both vaccinations, plus any booster vaccinations are received (unless you have reasonable grounds, e.g. you are medically exempt).

The post holder will be expected to work in line with the Social Services and Well Being (Wales Act) 2014, and the Violence Against Women Domestic Abuse and Sexual Violence (Wales) Act 2015 to ensure safeguarding of individuals (adult and children) is at the heart of delivery.