



Job Description

POST	COMMUNITY COORDINATOR
REPORTS TO	Operations Manager
HOURS	Full Time offered on a flexible basis (30-37.5 hours per week is available)
SALARY	Starts at £23,809.50 per annum

Purpose:

This role focuses on expanding the number of SMART Recovery meetings and increasing awareness and access to the SMART Recovery 4-Point Programme within designated regions. You will support both UKSR volunteer and partner facilitators, ensuring high-quality delivery and positive engagement. Key responsibilities include recruiting, training, and supporting UKSR volunteers, helping them launch and promote new meetings, and maintaining meeting quality. You will also manage training and provide ongoing support for partner facilitators, acting as their main point of contact and also ensuring their meetings maintain a high standard of delivery. Additionally, you'll foster strong relationships with partner organisation license holders to support retention and growth.

This is a home-based role with a requirement for regular travel across the region and quarterly in-person meetings with the UKSR staff team.

The main activities and responsibilities are:

1. To take a structured approach to the development and support of UK SMART Recovery meetings in the specified localities.
2. To provide operational management support and development to Volunteer Facilitators.
3. To provide advice and support as requested to facilitators based within partner organisations.
4. To attend UK SMART Recovery meetings across the area in order to maintain oversight of the quality standards expected of meetings, providing feedback and encouragement to facilitators, promoting communication, problem solving and sharing good practice.
5. To provide monthly facilitator network support meetings as a forum to promote shared learning, encouragement and development of skills.
6. To deliver UK SMART Recovery training either face to face or via webinar to new meeting facilitators including refresher courses as required.
7. To promote the Peer Meeting Facilitator Role. To network with peers to develop their confidence and facilitate their attendance at facilitator training courses or using online training as appropriate.
8. To develop and maintain contact with treatment services and other organisations as appropriate to ensure they continue to promote UK SMART Recovery and peer- led meetings.
9. To develop and maintain relationships with staff and managers of service provider organisations who are in partnership with SMART Recovery.

10. To attend events in the defined areas to promote UK SMART Recovery including making presentations to stakeholders.
11. To link with prisons and associated community based criminal justice teams to provide information regarding SMART Recovery to encourage a continuity of care model.
12. To deal promptly and courteously with enquiries, e.g. from peers and their friends and family looking for meetings, from peer meeting facilitators experiencing difficulties and from partner organisations.
13. To represent SMART Recovery in a professional manner at all times, championing the work of the charity and helping to achieve a collective mission of growth.
14. To develop in depth knowledge about SMART activity in the designated areas aligned to the role.
15. To provide regular reports and monitoring data as required by the Operations Manager or the Central Office Team.
16. To attend regular staff team meetings and contribute to projects, work plans, and events as required.
17. To take part in professional development activities including training, regular supervision, and annual appraisals.
18. To undertake other tasks as may be reasonably required.

Please note that this job description may not necessarily be a comprehensive description of the post. It may be reviewed and subject to modification or amendment at any time after consultation with the post holder.

Additional requirements:

- To be able to work from home with a stable internet connection. A laptop and mobile phone will be provided (essential).
- To reside within the designated regions that the post supports – **The Midlands or London**.
- To provide an enhanced DBS certificate or be willing for one to be obtained (essential).
- To be able to demonstrate a minimum of 2 years relapse-free recovery from addiction, assuming lived experience (essential).
- To be able to undertake regular travel with occasional overnight stays (essential).
- To have a full valid driver's license and be a car owner (essential).
- To have experience of facilitating meetings/groups (essential).
- To have experience of delivering training (essential).
- To have knowledge and experience of the SMART Recovery 4 Point programme (desirable).

CRITERIA	ESSENTIAL	DESIRABLE	IDENTIFIED
Experience	<p>Experience of working with people with addictive behaviours and recovery orientated organisations.</p> <p>Experience working with volunteers.</p> <p>Experience of developing strong working relationships with organisations engaged in treatment and recovery.</p> <p>Experience of making presentations to other professionals and organisations.</p> <p>Experience of facilitating meetings/groups.</p> <p>Experience of delivering training to groups of learners either in person or online.</p>	<p>Qualified and experienced as a UK SMART Recovery meeting facilitator.</p>	<p>Application. Interview. Test.</p>
Knowledge and Skills	<p>Knowledge of the UK SMART Recovery programme.</p> <p>Knowledge of the effects of addictive behaviours and the recovery journey.</p>	<p>Knowledge of the various organisations providing mutual aid and UK SMART Recovery's unique contribution.</p>	<p>Application. Interview. Test.</p>

	<p>Knowledge of safeguarding procedures.</p> <p>Knowledge of appropriate boundaries with volunteers and meeting participants.</p> <p>Excellent verbal and written communication skills, ability to engage an audience and stakeholders, and ability to write reports as required.</p> <p>Good IT skills, including email and Microsoft packages (Word, Excel, Power Point etc.)</p> <p>Ability to use social media in a professional role.</p> <p>Ability to gather local intelligence and provide reports as required.</p>	<p>Mental Health 1st Aid qualification.</p> <p>Experience of creating in Canva.</p>	
<p>Personal Qualities</p>	<p>Self-motivated, able to work with remote supervision.</p> <p>Resilient, able to cope with adversities.</p> <p>Flexible and able to adapt to changing circumstances.</p>		<p>Application. Interview. Test.</p>

	<p>Able to motivate others.</p> <p>A team player, willing to contribute to the goals of others.</p> <p>A professional approach to work and understanding what it means to represent SMART Recovery.</p> <p>A 'can do' attitude, looking for solutions to problems.</p> <p>Able to listen, receive feedback and learn.</p>		
Practical Attributes	<p>Must have a full valid UK driving license and be a car owner.</p> <p>Must live in one of the areas that the role supports as specified in the advert.</p>		Application.