



JOB DESCRIPTION

Post Title: **Recovery Community & Therapeutic Service Manager**

Responsible to: SCT's Director of Services

Purpose of Post: To lead the development, delivery and continuous improvement of SCT's Recovery Community and the Therapeutic Service within Acorn House, creating an integrated recovery journey from supported housing through aftercare, peer support, community engagement, training, volunteering and progression opportunities.

Location: Your office based at SCT's Recovery Community/Acorn House, 116-118 Shoreditch High Street, London E1 6JN.

DBS: An enhanced DBS is required for this role

Benefits: BUPA Employee Assistance Programme and Wellbeing plan
Cycle to work scheme
Season ticket loan
25 days annual leave (rising to 30 days) plus bank holidays
Contributory Pension Scheme with employer-matched contributions of 5%
Training and development opportunities

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical help, support and training to people who have been homeless and suffering from addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide an abstinence-based residential recovery service, an addictions counselling programme and a recovery community centre, supported houseing, a Housing First service, charity shops and two

social enterprises supporting people in recovery from addictions to rebuild their lives. Our integrative approach is based on the 'Recovery Capital' methodology, a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

We seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of SCT. SCT is a growing organisation with opportunities for people with good motivational skills and high levels of initiative.

The Role

The postholder will provide operational leadership, ensuring people are supported to build sustainable recovery capital, strengthen social connections, develop skills and move towards greater independence and wellbeing.

The role will oversee therapeutic and recovery-focused interventions, peer-led community programmes, aftercare services and volunteering opportunities. The postholder will work collaboratively across SCT services to ensure people experience a seamless recovery journey and that services deliver positive outcomes for clients, commissioners and funders.

MAIN RESPONSIBILITIES:

Strategic Leadership

- Lead the ongoing development of SCT's Recovery Community model and therapeutic offer.
- Ensure services reflect best practice in recovery, trauma-informed approaches, recovery capital and community-based support.
- Contribute to organisational service development.
- Support the Director of Services to identify opportunities to expand services, partnerships and funding.
- Support impact measurement and evidence gathering to demonstrate outcomes.
- Represent SCT at partnership meetings, forums and stakeholder events.
- Be an effective leader and role model, with the ability to inspire and motivate others.
- Work collaboratively with management team

Recovery Community Development

- Develop and oversee a vibrant peer-led recovery community.
- Create opportunities for people in recovery to contribute, volunteer, mentor and support others.
- Promote mutual aid, recovery networks and community participation.
- Ensure people with lived experience are actively involved in shaping services.
- Lead the development of pathways into volunteering, employment, education and community engagement.

Programme Management

- Ensure the effective delivery of recovery-focused programmes across residential, community and aftercare services.
- Oversee programme planning, timetabling and quality assurance.
- Ensure interventions meet the needs of people with a range of support requirements, including addiction, homelessness and mental health challenges.
- Develop innovative activities that strengthen recovery capital and social inclusion.
- Maintain effective monitoring, evaluation and reporting systems.

Therapeutic Services Oversight

- Provide leadership and oversight of therapeutic interventions delivered at Acorn House.
- Ensure appropriate referral pathways and access to support.
- Work collaboratively with counsellors and external providers where applicable.
- Ensure therapeutic practice operates within relevant professional and organisational standards.
- Oversee aftercare provision and ongoing recovery support for programme graduates.

Financial and Operational Management

- Manage allocated budgets in line with SCT policies.
- Monitor expenditure and ensure value for money.

- Contribute to funding reports, monitoring returns and impact reporting.
- Ensure compliance with policies, procedures and contractual requirements.
- Maintain safe and effective service environments.

Partnership Working

- Build strong relationships with commissioners, funders and community partners.
- Develop links with treatment providers, mental health services, housing providers and recovery organisations.
- Promote SCT services and develop referral networks.
- Work collaboratively across all SCT departments to ensure joined-up support.

People Leadership

- Lead, manage and develop staff, volunteers, peer mentors and facilitators.
- Ensure effective supervision, performance management and professional development.
- Foster a positive, inclusive and recovery-focused culture.
- Lead team meetings, development days and service reviews.
- Encourage innovation, collaboration and continuous improvement.

General Responsibilities

- Promote SCT's vision, values and mission.
- Ensure services operate in line with safeguarding, health and safety and data protection requirements.
- Champion equality, diversity and inclusion.
- Maintain accurate records and reporting systems.
- Engage and inspire people in recovery
- Ensure a safe and secure environment for clients, free from alcohol and drugs, and from abusive behaviour and exploitation
- Ensure that all SCT activities are carried out with due regard to health and safety legislation, SCT policy and good practice
- Attend meetings within and on behalf of SCT as appropriate

- Undertake other duties consistent with the level and purpose of the role.

Person Specification

	Essential	Desirable
Education and Knowledge	• Relevant qualification or significant experience in recovery, social care, community development, health, housing, education, leadership or a related field. • Sound understanding of addiction recovery and recovery capital approaches. • Understanding of trauma-informed and person-centred practice. • Knowledge of safeguarding and risk management. • Strong understanding of the challenges faced by people experiencing addiction, homelessness and multiple disadvantage.	• An MSc in Addictions Counselling or other relevant qualification • Knowledge of local services • Relevant leadership or management qualification. • Personal lived experience of recovery, homelessness or related life challenges (where appropriate and disclosed voluntarily).
Experience	• Significant experience leading recovery, support, community, housing or health-related services. • Experience managing staff, volunteers or multidisciplinary teams. • Experience developing and delivering programmes that achieve measurable outcomes.	• Experience of peer-led recovery services. • Experience of co-production and lived-experience approaches.

	• Experience building partnerships and collaborative working relationships. • Experience managing budgets and resources. • Experience monitoring performance and reporting outcomes. • Experience supporting service development and change management.	
Skills and Abilities	• Strong leadership and people management skills. • Excellent communication and relationship-building abilities. • Ability to motivate, inspire and develop others. • Ability to manage competing priorities and work strategically. • Strong organisational and project management skills. • Ability to analyse information and make informed decisions. • Effective report writing and presentation skills. • Good IT and administrative skills.	
Personal Qualities	• Commitment to SCT's values and mission. • Passion for recovery and social inclusion. • Collaborative and inclusive leadership style.	

	• Resilient, adaptable and solution-focused. • Commitment to continuous learning and improvement.	
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