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| **Job Title** | Recovery and Connect Worker |
| **Function** | Operations |
| **Department/Team** | Manchester Pathways |
| **Reports to** | Service Manager |
| **Direct Reports** | 0 |
| **Dimensions (budget, people span of control)** | Not Applicable |
| **DBS Check Level Required** | Adult |
| **Grade/Job Evaluation Level** | C40 |
| **Salary Banding** | £24,570 - £24,825 FTE |
| **Created/Reviewed date** | January 2025 |

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| **You will be working for**  (Description of Waythrough and specifics of Service/Function/Office) |
| Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and is now a subsidiary of Waythrough.  We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.  Our values underpin everything we do – from how we work together through to how we design and deliver services. All our work to fulfil this vision is strengthened by our values.   * **Kindness:**be generous, caring and compassionate. * **Courage:**be bold, trust, commit. * **Respect:**everyone deserves dignity.   **Description of Service:**  We are a community-based service offering support to in-patient settings, Community Mental Health Teams, Home Treatment Teams to enable supported discharges from Mental Health wards, rehab units, step-down units and Waythrough supported accommodations. Our team works directly with mental health wards and CMHT’s to provide appropriate support for those experiencing barriers to discharge.  For those being discharged to their own accommodation, to live with friends or family or discharged homeless we can offer 12 week post-discharge support packages to assimilate patients back into the community. This may work alongside another provider or allow a period of assessment from care teams to understand long term needs of service user.  The support received will depend on the person's needs, however could include:   * Support to maximise their income and manage their tenancy. * Support to find more suitable accommodation. * Support to help manage and understand their own mental health diagnosis by providing low level therapeutic interventions & coping strategies. * Support to access and engage with local mental health services. * Support to access training, employment, and education opportunities * Signposting to / support to access other agencies and specialist services. * Assistance to attend appointments where required. * Support to build networks in the local community. |

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| **Purpose of the Role** |
| * To facilitate patient discharge from acute mental health settings back into the community. * To support the people using our services to achieve their goals and improve their quality of life. * To assist with the safe and successful daily running of the service * To work as part of a team towards agreed service/contract targets |

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| **Key Accountabilities**  (List of accountabilities specific to this role) |
| * The people we support are central to everything we do. Each person who uses our services is a unique individual and they all deserve to be treated as such. As such, the responsibilities may vary from day to day. * Assist people using our services to: * Manage and improve their own physical and mental well-being. * Build their emotional resilience so that they feel more in control of their mental health and wellbeing. * Live more fulfilling lives and develop new meanings and purposes. * Take control over their life, through their own choices and decisions. * Ensure the safe running of the service: * Assess the individual’s support, wellbeing, and welfare on an ongoing basis. * Keep our service compliant with legal regulations. * Provide a safe, respectful service. * Consult with key stakeholders to ensure that the appropriate support wrapped around the individual |
| **Keywork:** |
| * Oversee your own caseload of key clients. * Concentrate on the person and their individual needs, choices, and aspirations, rather than on diagnostic categories or labels. * Work with individuals to develop agreed, meaningful, and achievable support plans with positive outcomes that meet the individual’s aspirations. * Complete a range of activities during key working sessions. * Ensure positive risk assessments are created and implemented in line with our policies and procedures. * Signpost people we support to other services for additional support.   **Manage your own workload:**   * Plan and conduct your core areas of responsibility. * Complete accurate and timely records via our database * Consult with external agencies - such as community mental health teams, multi- disciplinary teams, and carers - building relationships and projecting a positive image of the service. * Effectively monitoring and managing your own wellbeing through debriefing and discussions with your manager and colleagues * Keep up to date with organisational developments. |

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| **General Accountabilities**  (List of accountabilities applicable to all roles) |
| **Teamwork**  • Creates positive working relationships with other team members.  • Works to achieve group as well as individual objectives.  • Recognizes, contributes, and supports when others need help.  **Communication**  • Communicates professionally, effectively, positively and in a timely manner.  • Records information clearly and in line with procedures and systems  • Projects a positive image of the service & organization to all stakeholders  **Planning and Organizing to Achieve Results**  • Takes responsibility for planning, prioritizing, and managing own workload.  • Works effectively to targets, maximizing use of resources and effort.  • Works in accordance with policies and procedures  **Customer Focus**  • Puts the client at the heart of their own recovery, respecting individual choice.  • Motivates supports and advocates on behalf people using our services.  • Builds positive relationships with a wide range of people.  **Valuing Diversity**  • Demonstrates understanding and awareness of other values, cultures and practices and recognizes their value in delivering the service.  • Models the organizations expectations regarding equalities practice.  **Continuous Improvement**  • Actively seeks to improve knowledge skills and understanding.  • Suggests ways to improve delivery & responds positively to change.  • Invites and responds positively to feedback, individually and at service level.  **Technical Competence**  • Literate & Numerate  • IT Competent – familiar with Outlook and Microsoft Office applications such as Word and confident recording information electronically |
| **Your Values:**   * Positive, enthusiastic, friendly, and approachable * Flexible and adaptable * Calm, patient and resilient * Compassionate and empowering * Respectful and non-judgmental * Willing to help and eager to learn |

**Person Specification**

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| **Qualifications** | **Essential or Desirable** |
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| **Skills** | **Essential or Desirable** |
| **PLEASE ADDRESS IN YOUR CV OR SUPPORTING STATEMENT FOR SHORTLISTING PURPOSES** |  |
| Ability to communicate effectively at all levels | Essential |
| Ability to respond compassionately to sensitive and complex issues | Essential |
| Able to motivate, support and advocate for people using services | Essential |
| Able to work effectively unsupervised and as part of a team | Essential |
| Able to keep good and accurate records | Essential |
| Ability to plan and prioritize workload | Essential |
| Good interpersonal and listening skills | Essential |
| Able to demonstrate a commitment to self-development & training | Essential |
| Able to demonstrate personal & professional integrity | Essential |
| Ability to work under pressure | Essential |
| Good IT skills, including in Word, the use of databases and email | Essential |
| **Other:** |  |
| Able to work flexibly to meet the needs of the Service and people using services | Essential |
| Full driving license and use of a car | Essential |
| Able to participate in a 5-day week shift Rota, with the ability to be flexible with evenings and weekends | Essential |

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| **Experience** | **Essential or Desirable** |
| Have knowledge of local housing policies in regards to homelessness procedures. | Desirable |
| Have experience with supporting individuals with DWP benefit claims such as Universal credit and PIP applications | Desirable |
| Have experience of working on psychiatric units | Desirable |