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| **Job Title** | | |
| **Recovery Worker** | | |
| **You will be working for:** | | **Purpose of the Role:** |
| **Waythrough**  A national mental health charity providing a range of services across England including supported housing, crisis houses and residential homes as well as community based services, employment support and social enterprises. | | * To support the people using our services to achieve their life goals * To assist with the safe and successful daily running of the service * To work as part of a team towards agreed service/contract targets |
| **Responsibilities:** | | |
| Waythrough Services range from 24 hour residential care with nursing to floating support in peoples own homes. Some require evenings, weekends, nightshifts (waking or sleeping) and on-calls. For Service specifics, see page 3.  The people we support are central to everything we do. Each person who uses our services – residents or clients – 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 * Develop life-skills including budgeting, money management, tenancy sustainment, access to public services, further education and/or employment and living well in the community * 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 resident wellbeing and welfare on an ongoing basis * Keep our service compliant with legal regulations * Provide a safe, respectful environment | | **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 person centred 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 carry out your core areas of responsibility * Complete accurate and timely computerised records via our database * Liaise 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 |
| **Our Values:** | | **Our Competency framework:** |
| **We are resilient:** we don’t give up; we look after our wellbeing, and we are open to adapting and changing.  **We are inclusive:** we recognise that people experience disadvantage and discrimination, and we strive to create an organisation that prioritises equity of outcomes.  **We are collaborative:** we get alongside people to support their goals and we forge alliances in the pursuit of shared goals.  **We are hopeful:** we believe that everyone can achieve a life they value.  **As a Mindful Employer we also believe that the expertise held by people with lived experience is unique, valuable and of equal importance to other contributions.** | | **Teamwork**   * Creates positive working relationships with other team members * Works to achieve group as well as individual objectives * Recognises, 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 & organisation to all stakeholders   **Planning and Organising to Achieve Results**   * Takes responsibility for planning, prioritising and managing own workload * Works effectively to targets, maximising 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 recognises their value in delivering the service * Models the organisations expectations with regard to 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-judgemental * Willing to help and eager to learn | |
| **Benefits:** | | |
| **You will receive a full induction, regular supervisions, as well as opportunities for personal and professional development** | | |
| **Local Information:** | | |
| **Service Name:**  **Service Model:**  **Recruiting Manager:**  **Location:**  **Contact:** | Queen Street  Supported Housing  Gemma Watts  141 Queen street, Whitehaven, Cumbria CA28 7AW  [03300 083 908](tel:03300%20083%20908) | |
| **Service Description:** | | |
| Queen Street Supported Housing Service is tailored for each individual using the service with the ultimate goal to help you manage your accommodation and assist you with reintegration back into independent living and the wider community.  We support individuals to gain or regain skills and confidence to achieve greater independence.  Support to develop coping strategies to best manage their mental and physical health needs.  We support individuals to access community groups and promote socially inclusive activities.  Our service supports people with all aspects of daily living skills, as well as access training, volunteering and employment.  We take a person centred approach to support planning and joint work with Adult Social Care, Community Mental Health Teams and other agencies to prevent inappropriate admissions to hospital at the point of crisis.  We support individuals in their home, helping them to maintain their tenancy and keep a safe comfortable home – for this reason a driving licence is required for this role. | | |
| **Additional Information:** | | |
| **Working Hours:** 30 hours per week  **Salary:** £18,720(pro rata of £23,400) per annum  **Lead Areas:** You’ll also develop your leadership skills by taking responsibility to lead on specific areas, whether that is activities, first aid or diversity.    **Health & Safety:** We follow safe lone working practices and procedures, all staff to follow Waythrough policy and procedures    **Medication**:  Staff promote independence however, staff must follow Waythrough policy and procedures  For more information, including the breakdown of the potential earnings, work patterns or any other information, please contact recruiting manager. | | |

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| **Person Specification** | | | |
| **Recovery Worker**  You will need to demonstrate in your application that you possess the six essential criteria for this post as detailed below.  Demonstration of some of the additional criteria will also assist you greatly in your application. | | | |
| **SKILLS & ABILITIES** | **Essential** | **SUPPORTING STATEMENT** |  |
| **Ability to communicate effectively at all levels** | **✓** | **YES** |  |
| **Ability to respond compassionately to sensitive and complex issues** | **✓** | **YES** |  |
| **Able to motivate, support and advocate for people using services** | **✓** | **YES** |  |
| **Able to work effectively unsupervised and as part of a team** | **✓** | **YES** |  |
| **Able to keep good and accurate records** | **✓** | **YES** |  |
| **Ability to plan and prioritise workload** | **✓** | **YES** |  |
| Good interpersonal and listening skills | ✓ |  |  |
| Able to demonstrate a commitment to self development & training | ✓ |  |  |
| Able to demonstrate personal & professional integrity | ✓ |  |  |
| Ability to work under pressure | ✓ |  |  |
| Good IT skills, including in Word, the use of databases and email | ✓ |  |  |
| **OTHER** | **Essential** | | |
| Able to work flexibly to meet the needs of the Service and people using services | ✓ |  |  |
| Able to participate in a ~~24 hour/~~7 day week shift rota, undertake on call duties and stay away from home at night | ✓ |  |  |

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**We believe in personal development, where lacking any of the desirable specifications, we like to see a commitment to learn – call the recruiting manager to discuss**