Job Description

Job Title	Recovery Worker
Function	Service Delivery
Reports to	Line Manager
Direct Reports	None
Dimensions (budget, people span of control)	Not applicable
DBS Check Level Required	Site specific
Grade/Job Evaluation Level	Coor – Coordination
Salary Banding	Casual
Created/Reviewed date	October 2026

You will be working for (Description of Waythrough and specifics of Service/Function/Office)
Waythrough is a values-led organisation supporting people to improve their quality of life and achieve their goals. We deliver person-centred, recovery-focused support across a range of communities and settings. Our work is underpinned by our values of Kindness, Courage and Respect.

Purpose of the Role

- To support people using services to achieve their goals and improve their quality of life.
- To work with individuals to develop practical and emotional life skills to promote independence.
- To contribute to the safe and effective day-to-day running of services.
- To work collaboratively as part of a team towards agreed service/contract lengths and in line with organisational values

Key Accountabilities
(List of accountabilities specific to this role)

Assist people using our services to:

- Manage and improve their own physical and mental well-being.
- Develop independent living skills, including budgeting, community engagement and accessing services.
- Encourage choice, control and active participation in decision-making.

Ensure the safe running of the service:

- Assess the well-being and welfare of people we support on an ongoing basis.
- Maintain professional boundaries and act in accordance with the Code of Conduct.
- Ensure the service complies with relevant legal and regulatory requirements.
- Maintain accurate, timely and confidential records in line with GDPR and organisational policies.

Keywork:

- Oversee an individual caseload of key clients.

- Work with individuals to develop agreed, meaningful and achievable person-centred plans that deliver positive outcomes and reflect their aspirations.
- Promote physical, mental and emotional well-being.
- Ensure positive risk assessments are developed and implemented in line with policies and procedures.
- Signpost people we support to other services for additional support.

Manage your own workload:

- Plan and carry out core areas of responsibility.
- Complete accurate and timely computerised records using the organisational database.
- Liaise with external agencies, including community mental health teams, multidisciplinary teams and carers, building positive relationships and promoting a positive image of the service.
- Monitor and manage your own well-being through debriefing and discussions with your manager and colleagues.
- Keep up to date with organisational developments.
- Contribute positively to teamwork, handovers and service delivery.

Additional Information
This job description is not exhaustive and may be reviewed and amended in line with service or organisational requirements.

Values and Competencies

Our Values
• **Kindness** • **Courage** • **Respect**

Our Competencies
- Lead and Inspire - Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities. - Create and Innovate - Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs. - Developing Our Talent - Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential. - Impactful Communication - Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us. - Delivering Results and Achieving Greatness - Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets. - Service Excellence - Continues to build on Waythrough's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery. - Working Together - Defines how we work with each other and our customers, partners, commissioners and stakeholders.

Person Specification

Qualifications	Essential or Desirable
Level 2 or Level 3 qualification in Health & Social Care, or equivalent	**Desirable**
Qualification or accredited training in Mental Health, Substance Misuse, or Recovery Support	**Desirable**

Skills	Essential or Desirable
Ability to communicate effectively at all levels	**Essential**
Ability to respond compassionately to sensitive and complex situations	**Essential**
Ability to motivate, support and advocate for people using services	**Essential**
Ability to work independently and as part of a team	**Essential**
Able to keep good and accurate records	**Essential**
Ability to plan, prioritise workload and work under pressure	**Essential**
Good interpersonal and listening skills	**Essential**
Able to demonstrate a commitment to self-development & training	**Essential**
Able to demonstrate personal & professional integrity	**Essential**
Good IT skills, including in Word, the use of databases and email	**Essential**
Able to work flexibly to meet the needs of the Service and people using services	**Essential**
Able to participate in a 7-day week shift rota, undertake on call duties and stay away from home at night (service specific)	**Essential**

Experience	Essential or Desirable
Experience of working with vulnerable people or those with complex needs	**Desirable**

Experience of promoting equality, diversity and inclusion	**Essential**
Experience of supporting people towards greater independence	**Desirable**