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| **Job Title** | Recovery Worker |
| **Function**  | Operations |
| **Department/Team** | Hertfordshire Crisis House |
| **Reports to** | Service Manager |
| **Direct Reports** | 0 |
| **DBS Check Level Required** | Enhanced DBS |
| **Grade/Job Evaluation Level** | B20 |
| **Salary Banding** | £24,920 (inclusive of £350 location allowance) |
| **Created/Reviewed date** | August 2025 |

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| **You will be working for**  |
| 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.

The Hertfordshire Crisis House is a new 24-hour service scheduled to open in December. It will provide individuals experiencing a mental health crisis with an alternative to hospital admission, offering up to 7 days of intensive recovery-focused support in a safe, non-clinical environment. The service will work in close partnership with local mental health crisis teams and community-based services to ensure holistic, person-centred care. |

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| **Purpose of the Role** |
| * 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 lengths
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| **Key Accountabilities**  |
| **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 the wellbeing and welfare of the people we support 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 monitor and manage 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**  |
| Recovery Workers will be required to work a flexible shift pattern, which includes weekends, waking night shifts, and sleep-in duties to ensure 24-hour support is available to individuals accessing the service.The individuals we support are at the heart of our work. Each person accessing our services is unique and deserves to be treated with respect, dignity, and individuality. As a result, the responsibilities of the role may vary day to day, depending on the needs and circumstances of those we are supporting.This job description is non exhaustive, and we reserve the right to amend and review as appropriate.  |

**Person Specification**

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| **Qualifications** | **Essential or Desirable** |
| Not applicable for this role |  |

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| **Skills**  | **Essential or Desirable** |
| 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 prioritise 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 |
| Able to work flexibly to meet the needs of the service and people using services | Essential |
| Able to participate in a 24 hour/7 day week shift rota, undertake on-call duties, and stay away from home at night | Essential |

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| **Experience**  | **Essential or Desirable** |
| Not applicable for this role |  |