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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:** | |
| Richmond Fellowship 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 |

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| **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 |

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| **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:** | Castle Service  4x Dispersed Supported Houses within 2.5 miles of our Office at Signet Court, Cambridge  Tom Davies  23 Signet Court, Cambridge, CB5 8LA |
| **Service Description:** | |
| Waythrough’s Castle Service is a low to medium support dispersed supported housing service, supporting 14 service users aged between 16 and 25 years old who live in 4 shared houses within a 2.5 mile radius of our office at Signet Court, Cambridge; although the Service operates on a hybrid working model which can include home working, remote working within the community or working from our office base. You will have the autonomy to manage your case load and working arrangements where they support the operational objectives of the Service.  The aim of the Service is to provide structured and outcome focused housing related support for Young People aged 16 to 25 years old, who are homeless or at risk of becoming homeless. The Service sets goals with Young People so that they can develop confidence and internal resources, which will support them to move on from temporary services to permanent accommodation at the earliest opportunity. The Castle Service works with other providers of young peoples’ supported accommodation in Cambridge which form the Young Futures Partnership (YFP) and includes Riverside, Cambridge Housing Society, Orwell and YMCA Trinity.  Each Young Person has an assigned Recovery Worker who they are expected to meet with weekly (minimum); this may be more at the beginning of a placement or at times when needs are deemed to be higher. Each Young Person will agree a support plan with their Recovery Worker which lists goals that they would like to work on.  Recovery Workers also lead on providing support within Young Peoples accommodation where required which could include ensuring the accommodation is health and safety compliment, well kept, clean and tidy; with Recovery Workers also playing an integral role alongside the Service Manager in the referral process for the service and the wider YFP we are a part of.  The Service operates an out of hours telephone on call Service throughout the year, which all staff help to cover. Any on call shifts worked are paid in addition to your salary.  This role comes with your own laptop and smartphone which will support you to work remotely when required. | |
| **Additional Information:** | |

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| **Working Hours:** 16  **Salary: £10,944** (pro rata of £25,650) inclusive of £960 (pro rata of £2,250) Location allowance per annum  **On call:** The Service operates an out of hours on call telephone service which you will be expected to participate in. You will receive an additional payment of £18 per weekday shift (covering shifts completed Monday – Friday 5.00pm – 9.00am) and £72 per weekend shift (covering shifts completed Saturday 9.00am – Monday 9.00am).  For more information, including the break down 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 |  |  |  |

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| 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