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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
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| **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.t
 | **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 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
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| **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:** | St Stephen's Close24hr SH Laura BryantDurham |
| **Service Description:** |
| We offer recovery focused, holistic support to individuals through a combination of face to face and remote working depending on what suits the person. Support is tailored to individuals personally, to help them meet their goals, and some areas we typically work on are:* Learning the skills to help manage a condition
* Meeting new people and accessing community resources
* Finding work, education or volunteering opportunities
* Learning or improving digital skills and accessing online resources
* Improving physical health
* We have a focus on co-production and encourage people using our service to get involved and work alongside us to provide the best possible support.
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| **Additional Information:** |
| **Working Hours:** 37.5 hrs (Mon-Fri)**Salary:** £24,050 inclusive of £650 Location allowance per annum**Lead Areas:** You will also develop your leadership skills by taking responsibility to lead on specific areas, whether that is activities, first aid or diversity **Team:**  You will work independently as well as an integrative part of a small community-based team across the Durham area. **Health & Safety:** We follow safe lone working practices and procedures; all staff to follow Waythrough’s policy and procedures. **Medication**: Staff promote independence; however, staff must follow Waythrough’s policy on Medication. 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** | **DESIRABLE** | **SUPPORTING STATEMENT** |
| **Understanding of the issues of people with mental health problems** | **ü** |  | **YES** |
| **Ability to communicate effectively at all levels and respond compassionately to sensitive and complex issues** | **ü** |  | **YES** |
| **Able to motivate, support and advocate for people using services**  | **ü** |  | **YES** |
| **Good organisational skills and the ability to manage own workload** | **ü** |  | **YES** |
| **Excellent crisis and conflict management skills** | **ü** |  | **YES** |
| **Proven experience of working with people to improve physical and mental wellbeing** | **ü** |  | **YES** |
| Experience of recruiting/managing volunteers and facilitating group activities |  | **ü** |  |
| Good interpersonal and listening skills | ü |  |  |
| Able to demonstrate a commitment to self-development & training | ü |  |  |
| Able to demonstrate personal & professional integrity | ü |  |  |
| Ability to work under pressure | ü |  |  |
| Good IT skills, including in Word, the use of databases and email | ü |  |  |
| **OTHER** |  |
| Able to work flexibly to meet the needs of the Service and people using services | ü |  |  |
| Able to travel independently across the county. Car user with appropriate business insurance/documentation. | ü |  |  |

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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**