

## JOB DESCRIPTION – Senior Recovery Worker

<b>Job title</b>	Senior Recovery Worker
<b>Sector/Function</b>	Operations
<b>Department</b>	Angel Lace
<b>Reports to</b>	Team Leader
<b>Grade</b>	3

<b>Job purpose</b>	<ul style="list-style-type: none"> <li>To work as a key member of the team in delivering the Service.</li> <li>To ensure Turning Point's vision and values are embedded in the team.</li> <li>To ensure all statutory requirements of the service specification are met.</li> </ul>
<b>Key accountabilities</b>	<p>To work as part of the team in delivering the services offered including:</p> <ul style="list-style-type: none"> <li>Carrying out service user assessments and supporting the management of the Triage process</li> <li>Line management of staff, providing timely and structured Supervisions.</li> <li>Caseload activity - 1:1 support; develop and regularly review support plans, risk management, identifying causes, positive solutions and building coping strategies and be an advocate on behalf of service users</li> <li>Practical coaching strategies to help service users cope with symptoms such as anxiety, stress, panic attacks, voices, confusion, paranoia, suicidal thoughts, self-harm, abuse, depression, worrying thoughts and mood swings</li> <li>Advice, information and support to access help with finances, benefits and housing to improve the individual's ability to live independently</li> <li>Effective onward referral and signposting to services that will meet their needs and reduce the likelihood of future crises</li> <li>These interventions will be delivered in a variety of settings, including in the community and via a Telephone Helpline</li> <li>Liaising with statutory and non statutory services with regards to services users who are eligible to be supported by the service</li> </ul> <p><b>To support the team by:-</b></p> <ul style="list-style-type: none"> <li>Working alongside the Team Leader and Operations Manager and Triage and Volunteer Coordinator to develop and deliver all aspects of the service including Triage processes and outreach provision throughout the County</li> <li>Line managing a small team of Recovery Workers</li> <li>Encouraging a culture of continuous performance improvement at both an individual and service level</li> <li>Assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of the work</li> <li>Providing effective coaching to team members in the required technical and behavioural competencies</li> <li>Participating in recruitment and selection of new employees as requested</li> <li>Supporting the induction of new employees as required</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Providing the staff team with debriefing sessions after difficult/ distressing interactions with clients</li> </ul>
	<p><b>To ensure quality standards are maintained by:-</b></p> <ul style="list-style-type: none"> <li>▪ Participating in monitoring team's performance to ensure it meets expectations and agreed performance criteria, reporting variances to management</li> <li>▪ Supporting management to collate data to measure effectiveness of service delivery</li> <li>▪ Ensuring all services are delivered in accordance with recognised standards: E.g. NICE Guidelines, National service framework, MHA, SOVA, and Department of Health etc.</li> <li>▪ Liaising with the service management, service users, family and carers, local stakeholders and -commissioner representatives to ensure that the service is reviewed and co-developed over the lifetime of the contract.</li> <li>▪ Working with the Operations Manager to monitor and evaluate the service, including data collation, reports, focus groups and customer satisfaction surveys</li> <li>▪</li> </ul>
	<p><b>To continuously review own performance and development needs to assist growth and development by:-</b></p> <ul style="list-style-type: none"> <li>▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework.</li> <li>▪ Participating in training and development opportunities as agreed within the Performance Management process</li> </ul>
	<p><b>To ensure a safe working environment for self and the team by:-</b></p> <ul style="list-style-type: none"> <li>▪ Ensuring a good standard of general housekeeping and infection control within the team's environment</li> <li>▪ Ensuring all H&amp;S concerns are appropriately reported and action taken in a timely manner</li> <li>▪ Accessing Vaccinations, eye sight tests, work place assessments as appropriate</li> <li>▪ Ensuring H&amp;S policies and procedures are complied with</li> <li>▪ Following the formal reporting process for serious untoward incidents and accidents</li> <li>▪ Ensuring all risk assessments are completed when appropriate</li> </ul>
	<p><b>To ensure compliance with internal and external standards and codes of conduct by-</b></p> <ul style="list-style-type: none"> <li>▪ Meeting all regulatory requirements</li> <li>▪ Complying with Turning Point's Code of Conduct, policies and procedures</li> <li>▪ Participating in regular audits (internal and external) and ensure results are acted upon within the team</li> </ul>
	<p><b>To monitor the case work of team members ensuring it meets required quality standards and undertake own case work:-</b></p> <ul style="list-style-type: none"> <li>▪ Embedding a person centred and recovery orientated approach in all aspects of the role</li> <li>▪ Providing guidance to staff on signposting clients to appropriate services and organisations</li> </ul>

	<ul style="list-style-type: none"> <li>Escalating concerns about service users to On Call, Emergency services or other support as appropriate.</li> <li>Carrying out risk assessments e.g. for an activity or for a specific service user case, and provide contingency plans</li> <li>Providing support and coaching to staff when they are supporting service users who have multiple and complex needs</li> <li>Helping with service user goal planning as part of a multi-disciplinary team where appropriate</li> <li>Being a member of the Rota e.g. on call, on shifts</li> <li>Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies</li> <li>Supporting the team to education and raise awareness to help service users manage factors that affect their mental wellbeing</li> <li>Supporting the development, delivery and review of service user-focused interventions</li> <li>Ensuring that a collaborative approach is used, with effective communication links with external professional groups e.g. CATT, Emergency Duty Teams, CMHTS, etc and to work as an effective member of any multi-disciplinary team.</li> <li>Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.</li> </ul>
	<ul style="list-style-type: none"> <li>Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate</li> </ul>
	<p><b>To assist in the development of the service by:</b></p> <ul style="list-style-type: none"> <li>Ensuring a consistent service delivery approach is embedded within the support offer.</li> <li>Liaising with the Operations Manager, service users, family and carers, local stakeholders and the commissioner to ensure that the service is reviewed and co-developed over the lifetime of the contract.</li> <li>Representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point's profile</li> <li>Working with the management of the service to enhance, develop and expand the service</li> <li>Meeting agreed performance targets and outcomes</li> </ul>

<b>Dimensions</b>	Direct reports	<ul style="list-style-type: none"> <li>1<sup>st</sup> line supervision of Recovery workers</li> </ul>
	Total staff overseen	<ul style="list-style-type: none"> <li>Small team (3+)</li> </ul>
	Internal contacts	<ul style="list-style-type: none"> <li>Team members (Operations Manager, Team leader, Project Worker II, Recovery Workers, Peer Support Workers, Volunteers)</li> <li>Senior Operations Manager/ Regional Operations Manager/Central departments</li> </ul>
	External contacts	<ul style="list-style-type: none"> <li>Service users</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Carers (e.g. family members)</li> <li>▪ Commissioners</li> <li>▪ Agencies/partners including statutory services</li> <li>▪ General public</li> <li>▪ Media enquiries</li> <li>▪ Local businesses/ community</li> </ul>
	Planning outlook	<ul style="list-style-type: none"> <li>▪ Day to day service delivery</li> <li>▪ Annual service business plans in liaison with Operations Manager</li> </ul>
	Problems solved	<ul style="list-style-type: none"> <li>▪ Support to service users, carers</li> <li>▪ Liaison with other external teams to achieve positive outcomes for service users</li> <li>▪ Working alongside the service management to ensure the service has adequate staff cover at all times</li> </ul>
	Financial authority	<ul style="list-style-type: none"> <li>• Staff expenses</li> </ul>

## PERSON SPECIFICATION

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<b>Personal effectiveness</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>▪ Understanding of the challenges experienced by people with mental health difficulties</li> <li>▪ Ability to work in a recovery orientated, person centred, non-judgemental manner</li> <li>▪ Ability to provide calm, consistent support to those experiencing a mental health crisis</li> <li>▪ Experience of working towards achieving individual and team objectives</li> <li>▪ Line management experience</li> <li>▪ Good time management and able to work to deadlines</li> <li>▪ Confident and effective communicator</li> <li>▪ A good listener</li> <li>▪ Understanding of the importance of professional boundaries working with vulnerable people</li> <li>▪ Collaborative team working skills</li> <li>▪ Adaptable and able to work in a challenging and changeable environment</li> <li>▪ Proven track record in managing incidents of verbal and physical aggression</li> </ul>	

<b>Technical effectiveness</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>▪ In depth knowledge and understanding of the complex and multiple needs faced by the service user group</li> <li>▪ Numeracy, literacy and IT skills</li> <li>▪ Committed problem solver</li> </ul>	
<b>Acquired experience &amp; qualifications</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>▪ A demonstrable belief in a values-led approach to working with service users with a Mental Health issue.</li> <li>▪ Holds qualification appropriate to the sector e.g. NVQ/QCF or willingness to study towards same</li> <li>▪ Experience of working with people in Mental Health distress</li> <li>▪ Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of managing staff in a similar setting</li> </ul>
<b>Other requirements</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>▪ A driving licence and access to own vehicle (any work related mileage is covered)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to work unsocial hours</li> </ul>