

## JOB DESCRIPTION – Senior Helpline Recovery Worker

<b>Job title</b>	Senior Helpline Recovery Worker
<b>Sector/Function</b>	Operations
<b>Department</b>	Leicestershire Mental Health Helpline (Mental Health Central Access Point) – Mental Health Business Unit
<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 mental health Central Access Point.</li> <li>• The aim of which is to provide person-centred emotional support and signposting to callers who require support for themselves or others or require signposting to other appropriate agencies.</li> <li>• To provide supervision and line management support to a team Helpline Recovery Workers</li> <li>• To work within Turning Point’s vision and values.</li> <li>• To ensure all statutory requirements of the service specification are met.</li> </ul> <p><b>The Mental Health Central Access Point will be part of a crisis service which will offer a range of support to promote recovery and independence including:</b></p> <ul style="list-style-type: none"> <li>• To explore any potential identifying causes, positive solutions and building coping strategies</li> <li>• Practical coaching strategies to help service users cope with symptoms</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>• Escalating concerns about service users accessing the helpline to On Call, Emergency services or other support as appropriate.</li> <li>• Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements.</li> </ul>
<b>Key accountabilities</b>	<p>To work as part of the team in delivering the services offered as outlined above</p> <ul style="list-style-type: none"> <li>▪ Deliver telephone helpline within the service, the aim of which is to provide person-centred emotional support and signposting to callers.</li> <li>▪ Provide advice, support and line management support to a team of Helpline Recovery Workers</li> <li>▪ Ensuring that the helpline supports the overall objectives and aims of the service.</li> <li>▪ Complete a bespoke helpline training programme for staff.</li> <li>▪ Develop a culture of continuous performance improvement at both an individual and service level</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Be flexible and adaptable to changing requirements</li> <li>▪ Supporting the induction of new employees as required</li> </ul>
<p><b>To ensure quality standards are maintained by:-</b></p> <ul style="list-style-type: none"> <li>▪ Ensuring expectations and agreed performance criteria are met, reporting variances to management</li> <li>▪ Support the management team 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, Helpline Partnership, 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 Helpline Coordinator and Operations Manager to monitor and evaluate the helpline service, including data collation, reports, focus groups and customer satisfaction surveys</li> <li>▪ Working with the Helpline Partnership organisation to ensure national standards are fully met</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> <li>▪ Ensure that vulnerable people are safeguarded from harm, complying with Turning Point's safeguarding policies and procedures.</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>Maintaining accurate financial records, e.g. petty cash, volunteer expenses</p>	

	as appropriate
	<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 Helpline support offer.</li> <li>▪ Liaising with the Helpline Coordinator, 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>▪ Helpline Recovery Workers</li> </ul>
	Total staff overseen	<ul style="list-style-type: none"> <li>▪ 4-6 staff dependent on number of hours worked</li> </ul>
	Internal contacts	<ul style="list-style-type: none"> <li>▪ Team members (Operations Manager, Team leader, 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> <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>▪ Petty cash</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>▪ 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>▪ Leadership 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>	<b>Essential</b>	<b>Desirable</b>
	<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>	<b>Essential</b>	<b>Desirable</b>
	<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>▪ Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of managing or delivering a telephone helpline</li> </ul>

	development of a culture of safe practice	
<b>Other requirements</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>▪ Ability to work unsocial hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ A driving licence and access to own vehicle (any work related mileage is covered)</li> </ul>