**JOB DESCRIPTION – Senior Recovery Worker**

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| **Job title** | Project Worker (Senior Recovery Worker) | |
| **Sector/Function** | Operations | |
| **Department** | Leicestershire Crisis Service – Mental Health Business Unit | |
| **Reports to** | Operations Manager | |
| **Grade** | 3 | |
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| **Job purpose** | * To work as a key member of the team in delivering the Crisis Service. * To ensure Turning Point’s vision and values are embedded in the team. * To ensure all statutory requirements of the service specification are met. | |
| **Key accountabilities** | To work as part of the team in delivering the services offered including:   * carrying out service user assessments and admissions, develop and regularly review support plans, and be an advocate on behalf of service users * 1:1 or group support to work through the crisis, identifying causes, positive solutions and building coping strategies * 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 * Advice, information and support to access help with finances, benefits and housing to improve the individual’s ability to live independently * Effective onward referral and signposting to services that will meet their needs and reduce the likelihood of future crises * These interventions will be delivered in a variety of settings, including in a dedicated crisis house, in the community and via a Telephone Helpline * Liaising with statutory and non statutory services with regards to services users who are eligible to be supported by the service   **To support the team by:**   * Working alongside the Team Leader and Operations Manager to develop and deliver all aspects of the service including the Crisis beds, telephone Helpline and outreach provision throughout the county * Line managing a small team of Recovery Workers * Encouraging a culture of continuous performance improvement at both an individual and service level * Assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of the work * Providing effective coaching to team members in the required technical and behavioural competencies * Participating in recruitment and selection of new employees as requested * Supporting the induction of new employees as required * Providing the staff team with debriefing sessions after difficult/ distressing interactions with clients | |
| **To ensure quality standards are maintained by:-**   * Participating in monitoring team’s performance to ensure it meets expectations and agreed performance criteria, reporting variances to management * Supporting management to collate data to measure effectiveness of service delivery * Ensuring all services are delivered in accordance with recognised standards: E.g. NICE Guidelines, National service framework, MHA, SOVA, and Department of Health etc. * 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. * Working with the Operations Manager to monitor and evaluate the service, including data collation, reports, focus groups and customer satisfaction surveys | |
| **To continuously review own performance and development needs to assist growth and development by:-**   * 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. * Participating in training and development opportunities as agreed within the Performance Management process | |
| **To ensure a safe working environment for self and the team by:-**   * Ensuring a good standard of general housekeeping and infection control within the team’s environment * Ensuring all H&S concerns are appropriately reported and action taken in a timely manner * Accessing Vaccinations, eye sight tests, work place assessments as appropriate * Ensuring H&S policies and procedures are complied with * Following the formal reporting process for serious untoward incidents and accidents * Ensuring all risk assessments are completed when appropriate | |
| **To ensure compliance with internal and external standards and codes of conduct by-**   * Meeting all regulatory requirements * Complying with Turning Point’s Code of Conduct, policies and procedures * Participating in regular audits (internal and external) and ensure results are acted upon within the team | |
| **To monitor the case work of team members ensuring it meets required quality standards and undertake own case work:-**   * Embedding a person centred and recovery orientated approach in all aspects of the role * Providing guidance to staff on signposting clients to appropriate services and organisations * Escalating concerns about service users to On Call, Emergency services or other support as appropriate. * Carrying out risk assessments e.g. for an activity or for a specific service user case, and provide contingency plans * Providing support and coaching to staff when they are supporting service users who have multiple and complex needs * Helping with service user goal planning as part of a multi-disciplinary team where appropriate * Being a member of the Rota e.g. on call, on shifts * Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies * Supporting the team to education and raise awareness to help service users manage factors that affect their mental wellbeing * Supporting the development, delivery and review of service user-focused interventions * 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. * Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements. | |
| * Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate | |
| **To assist in the development of the service by:**   * Ensuring a consistent service delivery approach is embedded within the support offer. * 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. * Representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point’s profile * Working with the management of the service to enhance, develop and expand the service * Meeting agreed performance targets and outcomes | |
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| **Dimensions** | Direct reports | * 1st line supervision of Recovery workers and volunteers |
| Total staff overseen | * Small team (4+) |
| Internal contacts | * Team members (Operations Manager, Team leader, Project Worker II, Recovery Workers, Peer Support Workers, Volunteers) * Senior Operations Manager/ Regional Operations Manager/Central departments |
| External contacts | * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners including statutory services * General public * Media enquiries * Local businesses/ community |
| Planning outlook | * Day to day service delivery * Annual service business plans in liaison with Operations Manager |
| Problems solved | * Support to service users, carers * Liaison with other external teams to achieve positive outcomes for service users * Working alongside the service management to ensure the service has adequate staff cover at all times |
| Financial authority | * Petty cash, Volunteer expenses |

**PERSON SPECIFICATION**

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| **Job title** | **Project Worker (Senior Recovery Worker)** | |
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| **Personal effectiveness** | Essential | Desirable |
| * Understanding of the challenges experienced by people with mental health difficulties * Ability to work in a recovery orientated, person centred, non-judgemental manner * Ability to provide calm, consistent support to those experiencing a mental health crisis * Experience of working towards achieving individual and team objectives * Good time management and able to work to deadlines * Confident and effective communicator * A good listener * Understanding of the importance of professional boundaries working with vulnerable people * Collaborative team working skills * Adaptable and able to work in a challenging and changeable environment * Proven track record in managing incidents of verbal and physical aggression |  |
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| **Technical effectiveness** | Essential | Desirable |
| * In depth knowledge and understanding of the complex and multiple needs faced by the service user group * Numeracy, literacy and IT skills * Committed problem solver |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| * A demonstrable belief in a values-led approach to working with service users with a Mental Health issue. * Holds qualification appropriate to the sector e.g. NVQ/QCF or willingness to study towards same * Experience of working with people in Mental Health distress * Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice | * Experience of managing staff in a similar setting |
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| **Other requirements** | Essential | Desirable |
| * Ability to work unsocial hours | * A driving licence and access to own vehicle (any work related mileage is covered) |