**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.
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| **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
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| **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
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| **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
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| **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
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| **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
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| **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.
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| * Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate
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| **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
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| Total staff overseen | * Small team (4+)
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| 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
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| External contacts | * Service users
* Carers (e.g. family members)
* Commissioners
* Agencies/partners including statutory services
* General public
* Media enquiries
* Local businesses/ community
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| Planning outlook | * Day to day service delivery
* Annual service business plans in liaison with Operations Manager
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| 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
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| Financial authority | * Petty cash, Volunteer expenses
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**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)
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