

JOB DESCRIPTION – Recovery Worker

Job title	Recovery Worker
Sector/Function	Mental Health Business Unit - Operations
Department	Leicester, Leicestershire & Rutland Crisis House Service
Reports to	Senior Recovery Worker / Team Leader
Grade	2

Job purpose	To support the Operations Manager to deliver high quality person centred service in line with the Business Plan. To work as part of a team in delivering the service. To support the line manager to meet the statutory requirements of the service specification and prepare for all internal and external service audits/inspections.
Key accountabilities	<p>To work as part of the team in delivering the services offered including:</p> <ul style="list-style-type: none"> ▪ Completing 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 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. N.B. this list is not exhaustive. • Assisting in the development and implementation of service record keeping, procedures and policies. • Signposting service users to appropriate information and support as identified in their individual support and safety plans, and where appropriate referral to services that will meet their needs and reduce the likelihood of future crises. • These interventions will be delivered in a variety of ways, including in a dedicated crisis house, outreach and crisis cafe 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. • Working alongside the Team Leader and Operations Manager to develop and deliver all aspects of the service including the Crisis House, telephone Helpline and outreach provision throughout the county. • Contribute to a culture of continuous performance improvement at both an individual and service level by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. ▪ Supporting the induction of new employees by acting in a ‘buddy’ capacity. ▪ Contribute and participate in debriefing sessions after difficult/ distressing interactions with clients. <p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> ▪ Supporting management to collect and record data to measure effectiveness of service delivery.

	<ul style="list-style-type: none"> ▪ Ensuring all services are delivered in accordance with recognised standards: E.g. NICE Guidelines, Crisis Care Concordat, 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.
	<p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ 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
	<p>To ensure a safe working environment for self and the team by:-</p> <ul style="list-style-type: none"> ▪ 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 all incidents and accidents ▪ Ensuring all risk assessments and safety plans are completed when appropriate
	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ 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
	<p>To contribute to the overall business plan, service delivery and improving outcomes for people in crisis:-</p> <ul style="list-style-type: none"> ▪ Embedding a person centred and recovery orientated approach in all aspects of the role. ▪ Signposting clients to appropriate services and organisations ▪ Escalating concerns about service users to On Call, Emergency services or other services where appropriate, e.g. Crisis Resolution Home Treatment or Safeguarding. ▪ Carrying out risk assessments e.g. for an activity or for a specific service user case, and provide contingency plans ▪ Contributing to a team approach when 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 a 24hr service rota e.g. sleep-ins, nights and out of hours provision.

	<ul style="list-style-type: none"> ▪ Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies. ▪ Contributing to overall team knowledge to educate 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. CRHT, 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.
	<ul style="list-style-type: none"> ▪ Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate.
	<p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> ▪ 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

Dimensions	Direct reports	Not applicable to this role.
	Total staff overseen	<ul style="list-style-type: none"> ▪ Not Applicable to this role.
	Internal contacts	<ul style="list-style-type: none"> ▪ Team members (Operations Manager, Team leader, Crisis Community Partnership Lead, Senior Recovery Workers, Recovery Workers, Peer Support Workers, Volunteers) ▪ Crisis & Transition Lead/ Regional Operations Manager/Central departments
	External contacts	<ul style="list-style-type: none"> ▪ Service users ▪ Carers (e.g. family members) ▪ Commissioners ▪ Agencies/partners including statutory services ▪ General public ▪ Media enquiries ▪ Local businesses/ community
	Planning outlook	<ul style="list-style-type: none"> ▪ Day to day service delivery ▪ Business Continuity Plan

		<ul style="list-style-type: none"> Annual service business plans in liaison with Operations Manager
	Problems solved	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Petty cash, Volunteer expenses

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> 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 Having a positive outlook on change and being able to drive change in a positive manner Abiding by Turning Point's Core Values at all times. 	<ul style="list-style-type: none"> Proven track record in managing incidents of verbal and physical aggression Ability to be self-reflective and engage in reflective practice

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> A knowledge and understanding of the complex and multiple needs faced by an individual experiencing a mental health crisis 	<ul style="list-style-type: none"> Working knowledge of Microsoft Office packages, for example, Outlook, Excel and Teams. Experience of delivering group work

	<ul style="list-style-type: none"> ▪ Numeracy, literacy and IT skills in order to complete essential documentation ▪ Well-developed critical thinking and problem solving skills. 	
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Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> ▪ 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 supporting 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 	<ul style="list-style-type: none"> ▪ Experience of working in a crisis setting ▪ Experience of working/volunteering with a listening service. For example, Samaritans or Nightline. ▪ Willingness to undertake a recognised health and social care qualification

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Ability to work unsocial hours ▪ Ability work across a 24hr service rota, including bank holidays and weekends. ▪ Able to work in a variety of community based locations in order to deliver the outreach and helpline services. ▪ Ensure good standard of housekeeping is maintained. Completing all tasks is completed as outlined by the Team Leader. ▪ Comply with all Health and Safety procedures. 	<ul style="list-style-type: none"> ▪ A driving licence and access to own vehicle (any work related mileage is covered)