



What I am Accountable for

These accountabilities are supplementary to the core duties of the Recovery Worker role. These are set out on the following page.

- Lead and coordinate the end-to-end referrals, assessment, move-in and move-on processes, ensuring a positive and efficient resident journey.
- Manage assessments, offers of accommodation, expectation-setting discussions and resident inductions, ensuring individuals are fully informed and supported throughout their placement.
- Work collaboratively with the Operations Manager to support timely decision-making, maximise occupancy levels and minimise voids.
- Lead the assessment of resident readiness and suitability, including the review of relevant evidence and assessment tools such as HRSDI, DLSA and MOP frameworks.
- Develop and maintain effective partnerships with internal and external stakeholders to facilitate successful move-on outcomes.
- Coordinate engagement with local authorities, housing providers, social landlords and other partner agencies to progress housing pathways and prevent delays.
- Support residents to understand tenancy responsibilities, housing processes and move-on options, promoting independence and informed decision-making.
- Lead resident involvement activity, creating opportunities for co-production, consultation and peer engagement to ensure resident voices shape service delivery.
- Build and maintain positive working relationships with commissioners, Specialist Housing Teams (SHTs), local authorities and housing partners to support effective service delivery.
- Maintain accurate and real-time occupancy data, including forecasting future availability, monitoring demand and identifying potential barriers to admission or move-on.
- Provide regular oversight and reporting on occupancy, referral activity and move-on performance, working proactively with stakeholders to optimise capacity and resident outcomes.

Recovery Worker – Mental Health



WHAT I AM ACCOUNTABLE FOR:

- Build positive, trusting and recovery-focused relationships with people we support, supporting them to identify and achieve their goals.
- Co-produce, implement and review personalised recovery plans that promote independence, wellbeing and positive outcomes.
- Deliver structured interventions, practical support, psychoeducation and coaching that enable people we support to manage and improve their mental health.
- Support people we support to access community resources, education, employment, volunteering, training and social opportunities that enhance recovery and inclusion.
- Encourage individuals to develop skills, confidence and resilience, enabling them to take increasing ownership of their recovery journey.
- Support people we support to maintain positive relationships and strengthen natural support networks where appropriate.
- Complete and review risk assessments and safety plans, ensuring risks are identified, managed and regularly reviewed.
- Monitor mental health presentations and recognise signs of deterioration, responding appropriately and escalating concerns where required.
- Safeguard adults at risk by following organisational policies, procedures and statutory guidance at all times.
- Report, record and respond appropriately to incidents, accidents, safeguarding concerns, complaints and near misses, ensuring timely action and learning.
- Support people we support to understand and manage risks whilst promoting choice, independence and positive risk taking.
- Work collaboratively with colleagues, health professionals, social care, housing providers and community organisations to deliver coordinated support.
- Attend and contribute to multi-disciplinary meetings, reviews, case conferences and other professional forums.
- Develop positive working relationships with internal and external stakeholders to ensure effective care pathways and continuity of support.
- Represent Turning Point professionally and positively in all interactions with people we support, partners and stakeholders.
- Maintain accurate, timely and high-quality records, ensuring all documentation meets organisational, contractual and regulatory requirements.
- Use organisational systems and digital platforms effectively to record activity, monitor outcomes and support service performance.
- Contribute to quality assurance activities, audits, inspections and service reviews, taking responsibility for actions identified.
- Support the effective day-to-day operation of the service, ensuring organisational standards and expectations are consistently met.
- Escalate risks, concerns and emerging issues appropriately, contributing to effective risk management and service improvement.
- Support business continuity and service resilience by working flexibly and responding positively to changing service demands.
- Maintain safe, clean and welcoming environments that support recovery, dignity and wellbeing.
- Undertake routine environmental, property and health and safety checks, reporting hazards, defects and maintenance concerns promptly.
- Support people we support to develop the skills required to maintain safe, clean and sustainable living environments.
- Promote tenancy sustainment, independence and positive accommodation outcomes where applicable.
- Contribute to maintaining accommodation standards, room readiness and property presentation.
- Maintain appropriate stock, equipment and resources required for effective service delivery.

Recovery Worker – Mental Health



HOW I OPERATE:

- I build meaningful, recovery-focused relationships by creating psychologically safe, trusting connections that empower people to take ownership of their recovery.
- I work in a strengths-based, compassionate and trauma-informed way, adapting my approach to each person's needs and communication preferences.
- I collaborate to create seamless, joined-up support, working with colleagues and external partners in a way that is open, respectful and solution-focused.
- I share information appropriately, contribute to joint decision-making and promote continuity of care across teams and services.
- I take responsibility for my professional practice, maintaining high standards in everything I do. I own my decisions, use sound judgement when managing risk, meet commitments, follow policies and maintain professional boundaries that protect people we support and myself.
- I stay organised and focused on what matters by managing my workload proactively, planning ahead and remaining calm, flexible and resilient when priorities change. I use data, supervision and reflection to understand what is working and where adjustments are needed.
- I contribute positively to the team and culture by upholding our values in every interaction, supporting colleagues, encouraging open discussion and contributing to a respectful, inclusive and learning-focused environment.
- I embrace change and actively participate in improving the way we work.
- I am curious and committed to developing my practice, using feedback, training and reflection to deepen my understanding of mental health, enhance the quality of support I provide and strengthen my contribution to the service.

Skills\Knowledge

WHAT I NEED:

- Experience supporting individuals with mental health needs within health, social care, housing or community settings.
- Understanding of recovery-focused and person-centred approaches.
- Knowledge of safeguarding adults, risk management and professional boundaries.
- Understanding of mental health conditions and the impact these can have on individuals and families.
- Experience working collaboratively with a range of internal and external stakeholders.
- Understanding of confidentiality, information governance and record-keeping requirements.
- Ability to build positive and effective working relationships.
- Strong communication and interpersonal skills.
- Ability to motivate, encourage and empower individuals.
- Effective assessment, planning and problem-solving skills.
- Ability to identify, assess and manage risk appropriately.
- Good organisational and time management skills.
- Competent IT skills, including Microsoft Office and electronic case management systems.
- Ability to maintain accurate and professional records and reports.
- Level 3 qualification in Health and Social Care (or equivalent) is desirable but not essential
- Relevant experience within mental health, housing, supported accommodation or community-based services essential.
- Commitment to ongoing professional development.