

JOB DESCRIPTION

Job Title:	Recovery Support Worker (Mental Health) Grade 4
To whom Immediately Responsible:	Project Manager
Accountable to:	Area Manager
Salary:	up to £25,000 per annum
Hours of work:	40 hours per week. Actual hours depend on the requirements of the service and the 24 hour shift pattern applicable to the post, including waking night shifts, weekends and anti-social hours. There may be some evening meetings which staff are required to attend as directed and for which no overtime is paid. However TOIL may be taken as agreed by the Line Manager.
Holidays	25 annual leave days, plus bank holidays
Probationary Period:	13 weeks & 6 months
Pension:	You will be automatically enrolled in the Cyrenians pension scheme which is administered by NEST. Contributions will be deducted from your salary on the basis of 4% of your basic salary but this contribution will rise to a level of 5% from the 1st October 2018. You may, opt out of the NEST pension arrangements within a time period of 28 days from the enrolment date and further details will be made available from NEST and Cyrenians on the opt out process.
Sleepover Rate:	£32.52
Interest Free Travel Loan:	Available after successful completion of probationary period.
Expenses:	Staff are reimbursed with costs that are incurred in the performance of their duties, within an agreed budget, and sanctioned by their Line Manager.
Contract of Employment:	Issued on appointment to post
Handbook:	Issued during induction, containing full information of Terms and Conditions of Employment and Policies and Procedures of Cyrenians.
Screening:	This post is subject to satisfactory references, pre-appointment Health Assessment & an enhanced Disclosure and Barring Service (DBS) check.

JOB PURPOSE

To participate in carrying out service response, working with specialist support skills, as part of a team providing an environment where people with complex and challenging needs are encouraged to live as independently as possible, using the assertive model of engagement, recovery-focused approach and individually tailored recovery plans to form the basis for effective interventions. To support the customers to develop and expand their life skills so that they can lead full and active lives within the community.

KEY RESPONSIBILITIES

Standards & Objectives	Examples of 'Objective Achieved' Evidence
To offer specialist, recovery focused support to customers, monitoring wellbeing and recognising any deterioration in physical/mental health and developing strategies to keep customers well.	Customers do not require psychiatric hospital admission. Customers are not recalled to hospital if subject to a Community Treatment Order (CTO) or Restriction Order. Evidence on Customer Recording system.
To support the transition of customers from acute care to living in the community.	Assessment records. Customers able to remain in the community.
To assess customers' longer term housing and support needs.	Full, clear picture of customers' needs identified.
To identify and address practical, social and financial problems with a bearing on customers' mental well-being and/or ability to move on.	Problems identified and resolved to benefit of customers.
To assist in supporting the development of other Support Workers.	Demonstrating and sharing good practice.
Key Work customer(s) as assigned. Create and develop recovery plan(s) as appropriate, in conjunction with customer(s) and other professionals, if required; to meet customer's needs.	Initial written recovery plan(s), signed by customer(s) or appropriate carer if necessary. Weekly or quarterly notes show that recovery plan(s) is being followed and indicates the level of progress being made.
By spending the majority of time working directly with customer(s), monitor and evaluate progress against recovery plan(s) and Working Practice Risk Management (WPRM) with customer(s), line manager and relevant agencies.	Recovery plan(s) reviews indicate discussion of progress and relevance of the plan to the customer(s). Weekly or quarterly notes indicate that support and interventions are discussed and evaluated.
Hold Key Work meetings with customer(s) in line with Cyrenians' practices.	Using a flexible approach to form good working relationships with customer(s), create a positive rapport to support them to practice 'problem solving' and gain confidence. Understands Cyrenians practice, standards and ensures that Key Working practice is always in line with those standards.
Liaise with relevant agencies, carers and other stakeholders, as appropriate.	Takes part in meetings with appropriate agencies and other stakeholders including Social Workers; Care Coordinators; Outpatient Services; GP; IST, Connexions, others as appropriate. Uses information / ideas obtained to further the quality of the support provided to the customer(s).
To work in partnership with relevant WLMHT clinical staff to deliver joined up support and treatment.	Maintains regular communication with Care Co-ordinators, reports any concerns around mental health/medication and seeks advice on clinical issues.

Standards & Objectives	Examples of 'Objective Achieved' Evidence
Create harm minimisation plan with customer(s) to minimise substance abuse, and implement harm reduction strategies where appropriate.	Understand the 'triggers' leading to substance misuse and encourage customer to develop strategies to avoid those 'trigger' situations, liaising with all relevant agencies, as appropriate.
Take a lead in identifying potential risk of harm and abuse to customer(s) and others and develop and implement risk management strategies.	Carries out a formal risk assessment initially on appointment to the customer(s) in line with Cyrenians practice. Weekly notes & performance management notes show evidence of completed risk assessment. Recovery plan(s) reviews include review of level of risk in line with standards.
Work with customer(s) to challenge behaviours that create risk and establish agreed boundaries and expectations.	Weekly / Quarterly notes show that incidents of risk related behaviour are reviewed with the customer(s). Incident reports show action points for implementation and review. Recovery plan(s) show that work is being carried out around risk related behaviour. Risk related behaviour is reported, as appropriate, to relevant agencies. Recovery plan(s) show that customer(s) have been assisted to develop greater control over their own behaviour.
Develop and implement strategies to manage conflict with customers.	Performance management notes and recovery plan(s) show that risk strategies have been carried through. Conflict incidents are reported and relevant records completed in line with Cyrenians practice and standards.
Encourage customer(s) to reduce their risk of involvement with the criminal justice system where appropriate, and highlight potential consequences of not doing so.	Work closely with customer(s) to help them to recognise the situations and circumstances that can result in intervention by the criminal justice system. Recovery plan(s) show evidence of the strategies developed to avoid risk. Use of crisis/emergency services is decreased criminal justice system involvement is decreased.
Develop good, professional interpersonal relationships with customer(s) and offer them appropriate emotional support.	Records show no complaints made. Positive customer(s) feedback. Performance management notes show that any problems in the relationship are discussed with the line manager and a strategy implemented.
Monitor customer(s) physical health and encourage them to develop healthy lifestyles, including developing physical health care plans, and implement. Liaise with the GP or any specialists, as appropriate.	Recovery plan(s) show that any health issues are clearly understood by the Recovery Support Worker. Demonstrate actively encouraging healthy diet and lifestyle. Weekly / quarterly notes show that any health concerns are dealt with appropriately. Provide direct & practical assistance to customer(s) with their domestic tasks.
Enable customer(s) to attend external activities and become networked into local services in order to engage in meaningful daytime activities.	Develops knowledge of suitable local resources. Key Work notes show that customer(s) have been made aware of resources that are available. Accompanies customer(s) to external activities as appropriate.
Encourage and assist customer(s) to: <ul style="list-style-type: none"> enhance their 'life skills' improve money management and budgeting, including access to welfare benefits. 	Facilitates customer(s) to access appropriate resources. Customer(s) are accompanied where appropriate and are engaged in the following (examples): <ul style="list-style-type: none"> shopping trips cooking programmes local libraries and IT centres leisure and health centres

Standards & Objectives	Examples of 'Objective Achieved' Evidence
<ul style="list-style-type: none"> • access education leisure and recreational facilities • access primary and secondary health services • take up education and training opportunities • access employment opportunities where appropriate. • develop their own wider support network • challenge discrimination appropriately 	<ul style="list-style-type: none"> • local cinema and theatre/cultural resources etc. • local educational & vocational courses • customer(s) establish links to appropriate community based services and peer support. <p>Budgeting and money management plans are recorded and progress identified against goals. Customer minimizes risk of debt and the associated risks</p>
<p>Maintain comprehensive customer(s) files to the standard required, and also:</p> <ul style="list-style-type: none"> • Accidents / Incidents • Maintenance matters • Health & Safety issues. 	<p>Customer(s) records up to date, accurate, clear, legible and in accordance with Cyrenians practice. Communication Book entries to the same standard. Clear and comprehensive handovers to colleagues at the end of the shift.</p>
<p>Handle any cash transactions in accordance with laid down procedures.</p>	<p>A receipt is obtained for all petty cash transactions, as per operational policies. All financial transactions are recorded in accordance with Cyrenians practice.</p>
<p>Represent the organisation in a professional manner in external meetings, when and as required.</p>	<p>Attends and participates in relevant external meetings. Reports back to team meetings on the issues discussed at such meetings. Maintains professional standards in all external communications and correspondence, as determined by Cyrenians practice.</p>
<p>To attend regular performance management meetings, staff meetings and any other meeting as directed by the Project Manager. Actively review own performance and development needs to assist personal career growth. To take part in training as required and as directed by the Project Manager and Human Resources.</p>	<p>Performance management notes show positive engagement with the performance management process, agreeing own task objectives. Review own performance against those objectives and agree development needs as appropriate. Training record shows satisfactory attendance at training sessions. Performance management notes indicate that the learning gained has been translated into improved work performance.</p>
<p>To carry out all duties and responsibilities in accordance with Cyrenians' operational policies & procedures.</p>	<p>Demonstrates knowledge and understanding of Cyrenians policies and procedures, knows how to access them when required, and adheres to them when carrying out operational duties.</p>
<p>Demonstrate a commitment to work in an organisation where the input of all staff and customer(s) is heard and valued equally.</p>	<p>Maintain professional standards at all times and challenge discrimination whenever it is encountered.</p>
<p>To be fully aware of the emergency procedures, eg: Fire & Gas.</p>	<p>Participate in regular emergency drills and demonstrate knowledge of the procedures.</p>
<p>To undertake any other duties and responsibilities, as directed.</p>	<p>Demonstrate a willingness to undertake such activities, when asked to do so, and to develop additional skills, if requested.</p>

Note: The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change as service, customer and commissioner needs change. Consequently the organisation will review and revise this Job Description as required in consultation with post holders.

DISCLOSURE & BARRING SERVICE CHECKS

The organisation aims to promote equality of opportunity for all with the right mix of talent, skills and potential. The organisation welcomes applications from diverse candidates. Disclosure & Barring Service checks will be taken into account only when a disclosure is relevant. As the organisation meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a Disclosure & Barring Service (DBS) check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

RECOVERY SUPPORT WORKER – GRADE 4 - PERSON SPECIFICATION

Part 1. The following are the essential experience/skills/personal qualities required for the job, which will be used to short list candidates for interview using the application form. They will also be measured at interview or with a test.	How Measured
1. Relevant qualification, e.g. Qualified Nurse, Social Worker, Occupational Therapist, degree related to health and social care, or equivalent.	AF, I
2. Significant, successful experience working in a community setting with adults who have complex needs and challenging behaviour, as well as experience of working with people with mental health issues, substance misuse, homelessness and forensic histories.	AF, I
3. Ability to recognise and respond to deterioration in customers' physical/mental health, and to devise strategies to keep customers well.	AF, I
4. Willingness and ability to share experience and good practice with other Support Workers.	AF, I
5. Evidence an ability to develop and review strategies for customers presenting challenging behaviour and experience of enabling customers to work through crisis situations both at home and out in the community.	AF, I
6. Experience of engaging with and motivating customers to develop the skills and confidence needed to live as independently as possible.	AF, I
7. Ability to ensure that Cyrenians' recovery/support plans dovetail with statutory care plans.	AF, I
8. Experience of incorporating the content of key work when identifying the support needs of customers, and of reviewing, developing and implementing individualised recovery/support plans which support people to achieve their goals and positive outcomes.	AF, I
9. Ability to provide written evidence of strategies used to support customers and the outcomes.	AF, I
10. Experience of having been a key worker and having undertaken the review, implementation and monitoring of risk assessments.	AF, I
11. Ability to articulate the needs of customers to external agencies, in meetings and in writing, and to take appropriate follow-up action.	AF, I
12. The ability to establish and maintain rapport and liaise appropriately with customers, team members, clinicians, the criminal justice system and others.	AF, I
13. Knowledge and understanding of, and commitment to, safeguarding vulnerable adults and children, and confidence in safe practice.	AF, I
14. Awareness of the difference between regulated and non-regulated activities.	AF, I
15. The ability to communicate effectively and accurately and to understand and follow through verbal and written instructions from Line Manager.	AF, I
16. Experience of promoting and supporting the development of independent living skills and of supporting customers appropriately with their personal care.	AF, I
17. Ability to demonstrate the following: <ul style="list-style-type: none"> • Enthusiasm and energy • Self motivation and a willingness to get involved • Creative and problem solving skills • Reliability and good time management skills • Ability to prioritise competing deadlines and multi-task • Ability to work under own initiative and make decisions within the framework of the line management system 	AF, I
Part 2. The following are other essential skills/ personal qualities, which will be measured at interview or with a test.	
1. Willingness to work proactively within a team setting, sharing knowledge and ideas and a willingness to listen to and learn from work colleagues.	I
2. Ability to reflect on own practice, to develop skills and abilities.	I
3. Numerate and literate: able to add, subtract, do basic calculations and record financial information. Able to keep clear, concise and relevant written records, write letters and draft short reports for external use.	I, T

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RECOVERY SUPPORT WORKER – GRADE 4 - PERSON SPECIFICATION continued

	How Measured
4. A commitment to promoting Equal Opportunities, challenging and reviewing practice, and to valuing diversity which will include being willing to relate positively to people from diverse backgrounds.	I
5. Ability to support customers to challenge discriminatory practice.	I
6. Physically robust and emotionally resilient, able to cope under pressure and to seek support when necessary.	I
7. Able to work on a 24 hour rolling shift pattern which includes days, evenings, nights, weekends and sleepovers.	I
KEY: AF = Application Form I = Interview T = Test	