# Job Description

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| Job Title: Flexi Recovery Support Worker |
| Reports to: Project Manager |
| Key Working Relationships (Internal): Project Manager, Area Managers, Admin Team |
| Key Working Relationships (External): Service users, significant others, and statutory services |
| Responsible for: Promoting recovery and relational security, ensuring service user information is documented accurately and health and safety compliance |
| Direct Reports: none |
| Salary: £25,000 + £5,000 flexibility allowance |
| Hours of work: 35 hours per week |
| DBS applicable: Yes |

# Job Summary

* To work flexibly where needed to promote recovery, relational security, and effective risk management
* To ensure that service user records and information are written in a concise and professional manner with attention to accuracy, detail, and content
* To work closely with service users and peers to help people regain skills for independence and self-reliance

# Main Duties and Responsibilities

1. Communication and Information

* To ensure records (computer and paper files) are accurate, informative, GDPR complaint and user friendly
* To ensure agreed action plans are implemented
* To co-ordinate and attend service user meetings and support service user

engagement in such

* To ensure service users have a comprehensive welcome and induction to our services and have ongoing access to, tenancy/occupancy agreement, rent statements, relevant policies and procedures, service user handbook and other relevant documents
* To report to the Project Manager (in the first instance) any concerns relating to the health, safety, and wellbeing of service users
* To promote LCH and its work externally
* To liaise in a professional and respectful manner with relevant agencies, significant others and other stakeholders, as agreed

1. Working with Service Users

* To carry out effective key work responsibilities which support individuals to maximize their potential
* To participate in the referral process for new service users as required
* To work directly with service users as appropriate, giving advice, support, and practical assistance in all areas to promote recovery, self-reliance, and wellbeing
* To develop support plans, which dovetail with statutory support plans as appropriate in conjunction with service users, significant others, and clinical teams, to meet service user needs
* Contribute to the monitoring and evaluating of progress against support plans with service users, staff, and relevant agencies, including statutory and non-statutory stakeholders
* Encouraging and supporting service users to maximize their independence within the framework of structured and co-produced support plans
* Ensuring the safeguarding of vulnerable adults through staff training and following appropriate policies and procedures
* To implement self-medication plans for service users as set out by clinical teams
* To ensure that service users need for move on accommodation is promoted where appropriate and that this is incorporated in support planning
* To co-produce working practice risk management plans based on information provided by statutory risk assessments and to share these with clinical teams for input, information, and agreement
* To provide ‘hands on’ practical domestic support as required
* To ensure support planning is SMART and reflects service user outcomes and objectives

1. Quality

* To contribute to improving service quality
* To promote and follow good health and safety practices including use of and familiarity with safety equipment (e.g. wearing personal alarms at all times and awareness of fire safety procedures)
* To undertake health & safety checks as directed and report any issues to

project manager

1. Finance and Administration

* To assist with ensuring that the monthly returns are completed accurately and submitted to finance on time as required
* To ensure that service users welfare benefits are claimed correctly and within the agreed timescales
* To assist with the day-day financial tasks of the project including purchase of supplies, petty cash, prompt recording of any discrepancies observed and keeping of proper financial records

1. Operational Matters

* To carry out all duties and responsibilities in accordance with LCH’s policies and procedures including those relating to safety and risk, safeguarding and fire safety and to report any known breaches to Project Manager as appropriate
* To promote equality, diversity and inclusion
* To attend and contribute to staff meetings and any other meetings as directed by the project manager, providing feedback as appropriate
* To attend, contribute to and request regular performance management meetings with project manager and actively review own performance and developmental needs to assist in personal career growth

1. Other Duties

* Undertake any other duties and responsibilities appropriate to the post, as may be required from time to time

# Person specification

# Post

Flexi Recovery Support Worker

# Qualifications and experience

1. Experience of working with adults with complex needs including homelessness/mental health/substance misuse problems/learning disabilities
2. Undertaking and completing tasks in timely fashion

# Knowledge, skills and abilities

1. Ability to convey service user information in an accurate, succinct and informative manner both written and verbal
2. Understand how complex needs may affect day to day functioning
3. Ability to establish and maintain rapport and liaise appropriately with service users, team members, clinical teams, significant others, and any other external support services
4. Ability to de-escalate challenging situations in a calm and empathic manner
5. Experience of, and a commitment to, working with people with challenging behaviours and an ability to support service users to work through crisis situations with appropriate support
6. Ability to identify support needs of service users, be able to write SMART support plans and implement
7. Ability to identify potential new/unknown risks posed by service users with the appropriate skills to report and/or co-produce mitigation strategies with clinical teams and significant others
8. Knowledge and understanding of the safeguarding of vulnerable adults and the ability to take, action as appropriate
9. Commitment to and understanding of issues of equality, diversity, and inclusion
10. Ability to maintain appropriate recording and filing systems, including good IT skills

# Applicants must state clearly on their application form the ways in which their skills and experience meet all the selection criteria in the Person Specification.

# If you do not adequately address each and every one of these in your application, we will not be able to shortlist you.

# Conditions of service and personnel information

# Post

Flexi Recovery Support Worker

# Salary

£25,000 + £5,000 flexibility allowance

# Eligibility to work

Under the Asylum and Immigration Act 1999, LCH has a responsibility to ensure that all employees are eligible to work in the UK. Consequently, before you can commence work you will be expected to provide evidence of your eligibility to work in the UK. This may be your birth certificate, passport, work permit or other document confirming your right to work in the UK

# Annual Leave

25 days per annum plus Bank Holidays

# Interest Free Travel Loan

After completion of probationary period

# 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 with an employer contribution of 3%. 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.

# Hours

The normal working week is 35 hours per week.

# Location

Staff are deployed flexibly across any Cyrenians service as needed

# Probation

The first 6 months of your employment will serve as a probationary period. During this period your performance and conduct will be monitored. Upon satisfactory completion of your probationary period, your appointment will be confirmed

# Expenses

Staff will be reimbursed with amounts incurred in the performance of their duties, within 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 and an enhanced Disclosure and Barring Service (DBS) check