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| **Job Title** | | |
| **Recovery Worker** | | |
| **You will be working for:** | | **Purpose of the Role:** |
| **Richmond Fellowship**  A national mental health charity providing a range of services across England including supported housing, crisis houses and residential homes as well as community based services, employment support and social enterprises. | | * To support the people using our services to achieve their life goals * To assist with the safe and successful daily running of the service * To work as part of a team towards agreed service/contract targets |
| **Responsibilities:** | | |
| Richmond Fellowship Services range from 24 hour residential care with nursing to floating support in peoples own homes. Some require evenings, weekends, nightshifts (waking or sleeping) and on-calls. For Service specifics, see page 3.  The people we support are central to everything we do. Each person who uses our services – residents or clients – is a unique individual and they all deserve to be treated as such. As such, the responsibilities may vary from day to day.  **Assist people using our services to:**   * Manage and improve their own physical and mental well-being * Develop life-skills including budgeting, money management, tenancy sustainment, access to public services, further education and/or employment and living well in the community * Live more fulfilling lives and develop new meanings and purposes * Take control over their life, through their own choices and decisions   **Ensure the safe running of the service:**   * Assess resident wellbeing and welfare on an ongoing basis * Keep our service compliant with legal regulations * Provide a safe, respectful environment | | **Keywork:**   * Oversee your own caseload of key clients * Concentrate on the person and their individual needs, choices and aspirations, rather than on diagnostic categories or labels * Work with individuals to develop agreed, meaningful and achievable person centred plans with positive outcomes that meet the individual’s aspirations * Complete a range of activities during key working sessions * Ensure positive risk assessments are created and implemented in line with our policies and procedures * Signpost people we support to other services for additional support   **Manage your own workload:**   * Plan and carry out your core areas of responsibility * Complete accurate and timely computerised records via our database * Liaise with external agencies - such as community mental health teams, multi-disciplinary teams and carers - building relationships and projecting a positive image of the service * Effectively monitoring and managing your own wellbeing through debriefing and discussions with your manager and colleagues * Keep up to date with organisational developments |
| **Our Values:** | | **Our Competency framework:** |
| **Enabling:** Taking a recovery-focused approach to encourage and support people to identify and achieve their ambitions  **Networking:** Appreciating we alone are rarely the solution and working in partnership with others to provide better services together  **Respect:** Recognising we all have valuable skills, knowledge, experience and resources and work as equals to plan design and provide support together  **Inclusion:** Treating people as individuals not judging, not labelling. Providing wrap-around support tailored to personal aspirations  **Community:** Celebrating and championing the rich diversity of the communities we serve, challenging stigma and tackling barriers preventing people playing an active role in their own communities  **Hope:** Belief that recovery in some shape or form is achievable for all supported by a tenacity to find solutions when everyone else has walked away  **As a Mindful Employer we also believe that the expertise held by people with lived experience is unique, valuable and of equal importance to other contributions.** | | **Teamwork**   * Creates positive working relationships with other team members * Works to achieve group as well as individual objectives * Recognises, contributes and supports when others need help   **Communication**   * Communicates professionally, effectively, positively and in a timely manner * Records information clearly and in line with procedures and systems * Projects a positive image of the service & organisation to all stakeholders   **Planning and Organising to Achieve Results**   * Takes responsibility for planning, prioritising and managing own workload * Works effectively to targets, maximising use of resources and effort * Works in accordance with policies and procedures   **Customer Focus**   * Puts the client at the heart of their own recovery, respecting individual choice * Motivates supports and advocates on behalf people using our services * Builds positive relationships with a wide range of people   **Valuing Diversity**   * Demonstrates understanding and awareness of other values, cultures and practices and recognises their value in delivering the service * Models the organisations expectations with regard to equalities practice   **Continuous Improvement**   * Actively seeks to improve knowledge skills and understanding * Suggests ways to improve delivery & responds positively to change * Invites and responds positively to feedback, individually and at service level   **Technical Competence**   * Literate & Numerate * IT Competent – familiar with Outlook and Microsoft Office applications such as Word and confident recording information electronically |
| **Your Values:** | |
| * Positive, enthusiastic, friendly and approachable * Flexible and adaptable * Calm, patient and resilient * Compassionate and empowering * Respectful and non-judgemental * Willing to help and eager to learn | |
| **Benefits:** | | |
| **Check out the link to our benefits package designed to reward our employees for their time and effort, develop them professionally and make their life a little bit easier where possible.** [**https://www.richmondfellowship.org.uk/benefits-we-offer/**](https://www.richmondfellowship.org.uk/benefits-we-offer/)  **You will receive a full induction, regular supervisions, as well as opportunities for personal and professional development** | | |
| **Local Information:** | | |
| **Service Name:**  **Service Model:**  **Recruiting Manager:**  **Location:**  **Contact:** | Queen Street (Cleveland)  24 Hour SHS  Pam Cowley  42-44 Queen Street Redcar TS10 1BD  Redcar  Pamela.Cowley@richmondfellowship.org.uk or telephone 01642 493500 | |
| **Service Description:** | | |
| We are a 24 hour Supported Housing Service providing support to adults who are experiencing mental health issues. There are 8 single occupancy self contained flats within the service. The support we offer is bespoke to each individual, this may be practical, emotional or educational. Our aim is provide a caring and safe environment that enables the people we support to achieve their own potential. We also provide light touch support to people who require Respite Care. | | |
| **Additional Information:** | | |
| **Working Hours:** 22.5 hours permanent  **Salary:** £23,400 per annum – pro rata for part time positions  **Lead Areas:** Redcar  **Team:** Innovative Staff Working  **Health & Safety:** All staff hold this responsibility to ensure that the service remains safe. Appropriate training will be provided.    **Medication**: The people we support will be responsible for their medication, however staff may be required to offer support in this area. Medication Training will  be provided.  Sleep over shifts and covering On Call duties for the service will also enhance pay. For more information, including the breakdown of the potential earnings, work patterns or any other information, please contact recruiting manager. | | |

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| **Person Specification** | | | |
| **Recovery Worker**  You will need to demonstrate in your application that you possess the six essential criteria for this post as detailed below.  Demonstration of some of the additional criteria will also assist you greatly in your application. | | | |
| **SKILLS & ABILITIES** | **Essential** | **SUPPORTING STATEMENT** |  |
| **Ability to communicate effectively at all levels** | **✓** | **YES** |  |
| **Ability to respond compassionately to sensitive and complex issues** | **✓** | **YES** |  |
| **Able to motivate, support and advocate for people using services** | **✓** | **YES** |  |
| **Able to work effectively unsupervised and as part of a team** | **✓** | **YES** |  |
| **Able to keep good and accurate records** | **✓** | **YES** |  |
| **Ability to plan and prioritise workload** | **✓** | **YES** |  |
| Good interpersonal and listening skills | ✓ |  |  |
| Able to demonstrate a commitment to self development & training | ✓ |  |  |
| Able to demonstrate personal & professional integrity | ✓ |  |  |
| Ability to work under pressure | ✓ |  |  |
| Good IT skills, including in Word, the use of databases and email | ✓ |  |  |
| **OTHER** | **Essential** | | |
| Able to work flexibly to meet the needs of the Service and people using services | ✓ |  |  |
| Able to participate in a ~~24 hour/~~7 day week shift rota, undertake on call duties and stay away from home at night | ✓ |  |  |

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**We believe in personal development, where lacking any of the desirable specifications, we like to see a commitment to learn – call the recruiting manager to discuss**