

# Job Description

**Job Title :** Recovery Worker

**Location :** East, West & Central

**Reporting to :** Team Leader

## Job Purpose

To demonstrate a commitment to the service's values, namely:

- A commitment to delivering outcome and recovery focussed services within a Psychologically Informed Environment (PIE);
- A commitment to the empower of people using the service and a belief in their involvement and promoting their rights;
- A commitment to equality of opportunity and awareness of issues surrounding Black & Ethnic Minority (BME) groups, Lesbian, Gay, Bi-Sexual and Transgender (LGBT) Groups, and similar;
- Show passion about and be committed to empowering people who are experiencing mental distress.

To provide psychologically-informed, recovery-focused support to people with mental health and complex needs.

To develop and use skills and knowledge to support people accessing the service to manage their mental health, improve physical health, build support networks and engage with specialist services.

## Key Responsibilities

### Delivering Support

#### *General*

- Support individuals with mental health and complex needs to engage in the service and to achieve their goals and aspirations through individual key work, targeted recovery outcomes-focused interventions and person-centred planning.
- To provide support utilising a fully flexible and personalised approach, building on individuals' strengths and acting as a support navigator to make creative use of the resources available within the service and in the wider community
- Empower individuals to exercise choice and control, offering a person-centred service led by the wishes of the individuals you are working with.
- Work alongside people to develop and review robust assessments, safety management plans and personalised recovery support plans.
- Promote engagement within the community as a key factor in recovery and self-management

#### *Specific*

- Undertake key worker sessions with individuals using person centred planning tools and reviews. Sessions will focus on each individual's choices.
- Act as a champion in areas such as psychological education, physical health resources, eating disorders and similar,
- Develop links with local services as appropriate, sharing learning with colleagues and providing expertise for difficult cases.
- Support those accessing the service in areas related to mental & physical health

- Using specialist knowledge/interests, act as a champion in these areas to support people and the development of the service.

### Communication/building & maintaining appropriate relationships

#### *General*

- Communicate effectively with individuals from a wide variety of backgrounds and maintain positive and effective relationships with those using the service, staff, the staff of other agencies and the local community
- Maintain appropriate links with individuals' mental health workers and other professionals and organisations involved in an individual's care
- Be an expert navigator of local communities, continually building and sustaining relationships and partnerships with agencies and professionals, promoting the service, sharing recovery principles and the Psychologically Informed Environment approach, and support these individuals to access as appropriate
- Compliment and support any Care Orders, Probation Orders, or other Statutory Orders an individual may have and to ensure that strong partnerships are developed with these key agencies.

#### *Specific*

- Take part in professional meetings and reviews concerning people using the service and ensuring their best interests are prioritised.
- Extend the range of community opportunities for these individuals by supporting community resources to improve accessibility and tackling mental health stigma
- Support the maintenance of a database of community resources, used by staff and individuals accessing the service to identify and access a range of opportunities to promote wellbeing and independence

### Information/Record Keeping & IT

- Work with IT equipment and systems to ensure accurate and timely recording of referrals, individuals' data, risk management and support plans, accidents/incidents, as well as the use of shared electronic calendars and a lone worker safety system
- Maintain and build upon good working knowledge of IT, and to take full advantage of opportunities to use IT to progress the services we offer

### Task planning, personal development & development of the service

- Work within set targets and manage time effectively on own initiative and as part of a team
- Contribute to the aims and continuous improvement of the service, including the commitment to delivering within a Psychologically Informed Environment (PIE) framework
- Share knowledge, skills and experience within the team, while observing confidentiality, and participate in team meetings and reflective practice groups
- Make a positive contribution to and work constructively within the team, including developing your own abilities to enhance team performance

### Other

- Work flexibly and remotely as part of a geographically-spread team, including daily local travel within the service locality and, where appropriate, working within wider localities across Norfolk to support the demand and capacity requirements of the Norfolk-wide Integrated Housing and Community Support Service
- Work flexibly and cover shifts in the mornings, afternoons, evenings, waking nights, sleep in duties and weekends. A sleep-in allowance is applicable and will increase your

daily pay.

- Work flexibly across the whole service pathway, including supported living and community based support.
- Promote leadership and the principles of peer support
- Promote, monitor and maintain health and safety and security in the workplace
- Work in a way that ensures the service is delivered in compliance with relevant legislation, the service values, policies and practices and contractual requirements
- Carry out any other reasonable duties within the scope of the role as required

<b>Competency / Experience</b>	E – Essential D - Desirable
<b>Experience</b>	
At least one year full-time equivalent experience of working in mental health, paid or unpaid	<b>D</b>
<b>Values</b>	
Commitment to the empowerment of those accessing the service and a belief in user involvement and promoting people's rights	<b>E</b>
Commitment to equal opportunities and awareness of issues surrounding BME, LGBT and other minority groups	<b>E</b>
Actively seeks opportunities for own development and to share skills / knowledge	<b>E</b>
Commitment to delivering outcome and recovery focussed services within a Psychologically Informed Environment framework	<b>E</b>
Passionate about and committed to the empowerment of people who are experiencing mental distress	<b>E</b>
<b>Skills / Knowledge / Competencies</b>	
<b>Delivering Support</b>	
Understanding of issues surrounding mental health and issues likely to affect those experiencing or recovering from periods of mental illness	<b>E</b>
Ability to work with people accessing the service in a user led, calm, confident and sensitive manner	<b>E</b>
Ability to respond to individuals' needs (including those in crisis) promptly, in a flexible, consistent and appropriate way	<b>E</b>
Knowledge and practical experience of using person centred tools to support individuals to identify and achieve their goals	<b>E</b>
Knowledge and experience of supporting individuals to achieve goals relating to their mental and/or physical health	<b>E</b>
Understanding of common medications and their interaction with individuals' lives and behaviours	<b>D</b>
Understanding of the structures, roles and activities of community and inpatient resources and agencies	<b>D</b>
Ability and experience of working in an outcome focused way	<b>E</b>
A working knowledge of the welfare benefits systems and a good understanding of housing rights in relation to social housing	<b>D</b>
Training/knowledge of counselling skills / therapeutic interventions	<b>D</b>
Experience of organising and facilitating meetings and groups	<b>D</b>
Experience of working within and supporting the development of a Psychologically Informed Environment	<b>D</b>
<b>Communication / building and maintaining appropriate relationships</b>	
Excellent communication skills and the ability to deal tactfully and sensitively with a range of people, including being assertive when necessary	<b>E</b>
Ability to develop, maintain and facilitate positive working relationships with those accessing the service, staff, volunteers and health professionals	<b>E</b>
Ability to build and maintain appropriate and person-centred professional client/worker relationships	<b>E</b>
Excellent listening skills and the ability to communicate effectively with people who are in mental distress, including any who may be acutely unwell	<b>E</b>
Ability to liaise and communicate well, both orally and in writing, with health professionals, general public, other providers and be assertive where necessary	<b>E</b>
<b>Information / Record Keeping and IT</b>	
Excellent IT skills including use of Microsoft Office, shared calendars and the internet	<b>E</b>
Willing and able to engage with IT systems, including a client record management system, on a daily basis	<b>E</b>
Ability to accurately and efficiently maintain appropriate records	<b>E</b>
Knowledge and experience of working with confidentiality	<b>E</b>

Competency / Experience	E – Essential D - Desirable
<b>Task planning and time management</b>	
Ability to manage a busy workload, work on own initiative, prioritise work, meet deadlines and make autonomous decisions where needed	E
Ability to undertake lone-working with minimal supervision, and the ability to plan ahead whilst also retaining capacity for flexible working	E
<b>Other</b>	
Confident in making decisions within job scope, but defers to line manager as appropriate	E
Ability to adhere to all relevant policies and procedures including confidentiality, equal opportunities and diversity	E
Willing to learn, through training, supervision and day-to-day experience	E
Ability and willingness to work flexibly and remotely as part of a geographically-spread team, including daily local travel within the service locality	E
Ability and willingness to work flexibly and cover shifts in the mornings, afternoons, evenings, sleep in duties and weekends	E
Commitment to work flexibly as required across Norfolk	E