



JOB DESCRIPTION

POST:	Mental Health Recovery Worker
LOCATION:	Derbyshire
RESPONSIBLE TO:	Service Manager (or nominee)
DBS:	Subject to Child & Adult Workforce Regulations

JOB PURPOSE

To provide support through one to one and group intervention to those experiencing mental ill health with the aim of self management and sustainment for a better quality of life.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- To provide key worker support to a specified number of service users, including one to one individual support and liaison with other mental health agencies on behalf of people who use our services.
- To have the individual's needs at the fore at all times, working to the recovery model and using communication, motivation and coaching skills to support the service user to achieve their goals and aspirations.
- Whilst developing a rapport with service users based on respect and honesty, the post holder will at all times work within clear professional boundaries.
- Enabling and encouraging service users to find out about local services and facilities within their community and facilitate access to alternative services where specific needs are identified
- To be familiar with individual Care/Recovery Plans and support people who use our services in achieving their goals.
- Encouraging service users to recognise, understand and manage factors that affect their mental wellbeing and physical health.
- To carry out needs assessments of clients choosing to engage within the service and prioritise needs effectively.
- To carry out all individual safety and support planning within organisational and legislative requirements.

- To work with service users in developing, reviewing, monitoring and adapting support and safety plans.
- To be responsible for ensuring that all aspects of working with a client are fulfilled and all tasks are delivered within timescales and to agreed quality standards.
- Liaising with other external agencies, complimentary therapies and community groups on behalf of people who use our services.
- To undertake assessments in conjunction with statutory partners as appropriate to identify the support needs of those referred to the service.
- Contribute to the protection of individuals from the risk of abuse and harm to self and others who use our services.
- To monitor and report to senior staff on the effectiveness of support delivery and contract performance.
- To work as a team member, sharing information and supporting colleagues.
- To support and guide volunteers ensuring they have the knowledge, information, and resources to be successful in their roles and make a positive and valued contribution to the service.
- Participate in the monitoring requirements of the service by providing statistical and qualitative information on activities, success stories and outcomes achieved.
- To maintain accurate records as required by policies and procedures, using appropriate paper and electronic systems.
- To maintain up to date details of service and support activities and outcomes on the Rethink Information System.
- Engage with community events, meetings and forums to promote the service.
- To work with the team to ensure the service specific lone working procedure is adhered to at all times and regularly reviewed for effectiveness.
- Ensure effective incident and complaint recording including reporting information on RIVO.
- Proactively contribute to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working.
- Support individual's to express their satisfaction with the opportunities they have accessed by submitting comments, compliments or complaints

- Act in accordance with the provisions of the data protection act 2018 and information governance policies.
- Have Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
- To act in accordance with P3's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns.
- To participate in regular supervision and appraisal and undertake any relevant training appropriate to the role.
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake all duties in accordance with all P3 policies and relevant legislation and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake such other duties as may be required from time to time to maintain or enhance P3's services.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes. However if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3
PERSON SPECIFICATION**

Mental Health Recovery Worker

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience Able to demonstrate experience of:</p> <ul style="list-style-type: none"> • Personal or professional experience of homelessness • Partnership and networking skills • Risk assessment and management plans • Working with relevant legislation 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have some understanding of the political and social context within which voluntary organisations provide social care services • Must have a sound understanding of the support needs of people who use our services • Must have an in depth understanding of the specific support and political issues affecting people from a wide range of communities. • Thorough understanding of Equality and Diversity • A working knowledge of relevant legislation 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to adapt to change and effectively manage change processes 	<p>✓</p> <p>✓</p>	

<ul style="list-style-type: none"> • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate records • Must be able to establish and maintain constructive relationships with a wide range of people including external agencies. • Must be a confident user of e-mail • Ability to use Word Processing and produce quality presentation documents. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
<p>Qualifications</p> <ul style="list-style-type: none"> • A QCF Diploma or NVQ level 3 in Care or Certificate in Community Mental Healthcare (or working towards) or an equivalent qualification. • There must be substantial evidence of commitment to personal and career development relevant to the post. • Full UK Driving Licence. 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓