

Job Profile

Job Title: Recovery Worker (High Support)

Reporting to: Supported Housing Manager

Full Time – 37.5 hours per week

1. Introduction

Peter Bedford Housing Association (PBHA) is an organisation which has been successfully including people in society since 1969. Originally set up to provide work for ex-offenders on self-help, mutual support basis, we are now a Registered Social Landlord providing a combination of services. We work alongside people who have faced long term exclusion from society through homelessness, enduring mental health problems, learning difficulties or multiple needs. We are committed to mutual support, participation and personal development for both staff and service users.

2. Putting the role in context

Working as part of a small team on a 24/7 rota basis, the recovery worker (high support) works with people recovering from mental health crisis. Supporting people to sustain their tenancies and better manage their mental health, you'll be developing helpful relationships that promote move on.

3. Aims of the Post

To deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of service users, in accordance with PBHA policies and procedures and the principles of recovery focused practice.

4. Specific Responsibilities

- Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- Manage a caseload of service users and give all necessary assistance to those individuals to enable them to participate in community life.
- Develop domestic management and finance management skills with service users in order to allow increased and improved access to support from this and other services.
- Develop with service users an appropriate personal support plan and risk assessment which takes account of their full range of needs.

- To support service users to sustain their tenancy and develop skills to enable them to move to more independent accommodation
- Administer Health and safety systems within the home to enable service users to access support and provide practical and emotional support through the use of the recovery journey tools and systems provided as part of the scheme.
- To provide support with activities such as accessing local community services, work and educational opportunities
- Assist service users in formulating and pursuing positive personal development programmes, including community involvement, with clear, agreed objectives that are regularly reviewed.
- Through group work and one to one sessions, support service users in the development of emotional management skills, personal and life skills with the aim of attaining greater independence and self-esteem, providing the emotional support necessary to do so.
- Maintain clear, accurate individual records, which are accessible to Service Users within the agreed policy
- Participate in the weekly rota system and provide on call duties to the service users overnight and at weekends if required.

5. Others

Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.

- The ability to work shifts
- The ability to participate in an on call rota.
- To cover at other services within the mental health team if needs be.
- To carry out any other duties, within an appropriate level of responsibilities as required.
- To promote, at all levels, the service vision, values and strategic objectives.
- The disclosure and use of confidential client information needs to be both lawful and ethical.

This job description is not intended to be exhaustive and may be reviewed to ensure that the arrangements meet the needs of the service.

6. General Responsibilities

- Provide cover for other staff where necessary
- To work flexibly and cooperatively as part of a team and with other teams
- To be involved in the selection and training of new workers and volunteers
- To participate in staff training and development activities, staff supervision,
- Appraisals and all relevant meetings
- To ensure the observation of all of PBHA's policies and practices, including those relating to equal opportunity, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and discipline.
- Plan and organise own work with a minimum of day to day supervision

- Undertake other duties as allocated by the line manager plan and organise own work with a minimum of day to day supervision

7. General information

Please Note:

- Post holder must recognise the needs of the organisation to change role as is necessary for development.
- PBHA working areas are non-smoking except for specific designated areas.
- The role requirements outlines the competencies for this post.

9. Access Information

Turle Road has four storeys. Access beyond the ground floor is via stairs.

10. Accountability

This post is accountable to the Supported Housing Manager

11. Main Conditions of Service

This is a full time position. The post is for 37.5 hours per week plus sleep-in's and on call. A flexi time scheme is in operation and job share will be considered.

Annual leave entitlement is 25 working days plus normal public holidays (pro rata for part time posts).

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The starting salary is £21,750, SCP 20.

Post holders will be eligible for membership of the organisation's contributory pension scheme.

In common with all posts at PBHA, confirmation of appointment is subject to a probationary period (usually 6 months).

PBHA is an equal opportunities employer.

Role Requirements

The minimum experience required for the post is:

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by*

Experience:

- A** Experience of providing support to people with mental ill health or dual diagnosis either in a volunteering or professional role on a one to one or group basis

Knowledge and understanding:

- I** An understanding of customer service in a service delivery setting
- AI** Understanding of the range of experiences that may come with having a mental health diagnosis
- AI** Thorough and up to date knowledge of health and safety issues relating to mental health
- AI** Thorough and up to date knowledge of welfare benefits for people with disabilities
- AI** Thorough and up to date knowledge of safeguarding vulnerable adults and children local policies, protocols and good practice
- AI** Understanding of housing support needs of the designated client group and benefits of a flexible, outcome focussed and personalised support service
- AI** Knowledge of related services provided by the statutory and voluntary sector
- AI** Understanding of confidentiality and data protection issues
- AI** Understanding of the concept of housing related support and supporting people to help themselves
- AI** Understanding of the need to collect data and the benefits for the service
- AI** Knowledge of equality, diversity and inclusion as they relate to mental health

Skills:

- AI** Ability to communicate effectively with customers, staff and stakeholders in plain, easy to understand English, both in writing and verbally
- I** Demonstrable customer care skills
- I** Ability to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it
- AI** Demonstrable commitment to equality and diversity and a genuine desire help people with disabilities and/or support needs connect with their community

- AI** Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners
- AI** Excellent time management skills and demonstrable ability to meet deadlines and achieve goals
- AI** Comprehensive IT skills to include use of Microsoft Office and ability to maintain electronic records, with attention to detail

The successful candidate will need to be committed to:

- Peter Bedford Housing Association's Diversity and Equal Opportunities policies
- Co-operative team working

The successful candidate will need:

Flexibility to accommodate work responsibilities that occasionally extend beyond normal working hours at short notice.

Assessed by*

- A Assessed through Application form
- I Assessed through Interview
- T Assessed through Written test