

JOB PROFILE



Job Title: Recovery Co-ordinator

Department: Housing

Location: 19 Turle Road

Reporting to: Recovery Lead

INTRODUCTION

PBHA is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for both staff and service users.

Putting the role in context

Supervising and working within a small team on a 24/7 rota basis including sleep-ins, the Recovery Coordinator (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. You will work closely with other departments in PBHA to ensure a wraparound recovery focused service for tenants.

Aims of the Post

- Recovery Coordinators supervise staff who hold an individual caseload, inspiring and challenging tenants to focus on developing their strengths, via a brief housing related support intervention.
- They supervise and oversee the work of three recovery workers
- They provide direct personal and practical skills development interventions to and with tenants with complex needs including mental ill health and substance use needs.
- They support tenants and clients to access appropriate statutory and voluntary services as well as internal services available to tenants and clients within PBHA.
- They work in conjunction with the housing team to support tenants and ensure positive move on and prevent placement breakdown.

Specific Responsibilities

a. Staff Resources

- Supervising staff and volunteers in line with PBHA policies and procedures.
- Representing PBHA at internal and external meetings as agreed with the Recovery Lead
- Oversee a programme of group work, based on evidenced based practice, which supports tenants to enhance their recovery capital and skills for living.
- Act as an expert resource around mental health conditions and treatments for the team.
- Responsible for the monitoring H&S checks and fire alarm testing.
- To facilitate weekly team meetings and tenant house meetings.

b. Support to Build Recovery Capital

- Help tenants to identify internal and external resources necessary for an individual to achieve and maintain recovery.
- Provide time limited support interventions on a 1-1 and group basis, focusing on supporting tenants to recognise and develop their personal assets and to accommodate their difficulties via re-enablement and skills development activities, including crisis prevention.
- To provide training and group work, offering a range of appropriate groups, e.g. nutrition training, assertiveness skills, confidence building, mindfulness, stress management (following appropriate training).
- Support tenants to develop and sustain support networks within their community, including to access specialist support services where needed.
- Helping them maintain and develop their skill base, (re)gain general IT skills, including providing particular support with CV writing, online applications, shopping online etc.
- Support tenants to connect with others who have experienced emotional challenges.
- Help tenants identify what they can contribute to PBHA and the wider community support them to be more active members of their community, with a particular focus on volunteering and peer support
- To offer support and encouragement to tenants to participate and get involved in the running of PBHA.
- Collaborate with other PBHA services including those in Adult Learning and Employability and Enterprises to support tenants to access wider PBHA support programmes or placement programmes, especially during initial stages

c. Safeguarding and Support

- Ensure that tenant move on plans are developed at the outset of their placement and that progress is reviewed on a regular basis. Provide advice on rehousing options.
- Ensure that individual support plans and assessments are evaluated, reviewed with tenants on a regular basis and in response to changes in circumstances. Ensure that both needs and assets are identified through the assessment and review process, ensuring that any problems are addressed at an early stage and that necessary measures are put in place to prevent placement failures.
- Ensure that support is focused on coaching tenants to achieve personal goals and deliver 1-1 support in a way that maximises tenants' opportunities to practice self-management skills.
- Provide support interventions levels of intensity and frequency dependent on where on journey tenant is. Work as part of a team with support colleague and others to manage pathway. Create an environment of positive change in interactions with tenants, utilising opportunities to reinforce motivation.

- Ensure that challenges and problems, with clients and other stakeholders, are identified and addressed at the earliest possible stage and to ensure that the support manager is made aware of possible risks.
- Where necessary, support tenants to self-administer medication in compliance with PBHA's medication policy. Support tenants to increase their skills in managing their medication.
- Undertake a monthly medication audit.
- To comply at all times with the Safeguarding policy and procedure.
- To create and maintain positive working links with referring agencies and those which PBHA works in partnership with in order to ensure that clients receive an effective, safe and comprehensive service that supports the development of their personal assets and addresses To have a holistic approach in providing comprehensive services to clients, including working with other colleagues to ensure all client needs are met.
- Where applicable, to support clients to manage a personal budget and to broker the provision of services that support the development of personal assets for clients.
- To ensure clients receive key-working on a needs basis which includes supporting clients to develop their personal assets in order to achieve wellbeing, financial capability, and manage risk
- Supporting tenants with money management including:
 - Assisting with income maximization using various sources.
 - Providing comprehensive benefits advice to tenants
 - Assisting with making claims and the provision of information, where repeated intervention is required, including some degree of non-specialist advocacy
 - Completing benefit claims and pursuing these until in payment
 - Liaising with benefits agencies, local authorities, housing providers.
 - Train tenants on techniques to maximise and appropriately budget their income.

d. Tenancy Sustainment

- Work closely with the Housing Team to provide an effective tenancy sustainment service.
- Support and facilitate tenants where necessary on payment methods available, upholding obligations for rent payments under their tenancy.
- Support tenants in arrears to maintain arrears agreements in order to keep their tenancy.
- Support tenants to arrange meetings with Housing Officers and offer support if required regarding any queries they may have concerning their tenancy or housing accommodation, or put in touch with appropriate advocate.
- Support tenants in dealing with complaints, neighbour disputes, nuisance and harassment, using self-management and mediation based approaches.
- Work with the housing management team to find solutions to tenancy sustainment issues.
- Advice and support on tenancy rights and responsibilities, re-enforcing tenure obligations at appropriate intervals.
- Monitoring the condition and cleanliness of properties and working with tenants, in a practical way, to enable them to carry out their responsibilities.
- Carry out regular building and health and safety inspections, helping tenants to report repairs.
- Take pride in PBHAs property and assets, and encourage tenants to do so.

All staff are expected to:

- Work co-operatively as part of a team and with other teams
- Be involved in the selection and training of new workers and volunteers
- Participate in staff training and development activities, staff supervisions, appraisals and all relevant meetings
- Ensure the observation of all PBHA's policies and practices, including those relating to equality and diversity, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and disciplinary
- Plan and organise own work with a minimum of day to day supervision
- Undertake all other reasonable duties

General Information

- Participate in the weekly rota system and provide sleep in duties to the service users overnight and at weekends as part of this rota system.
- Provide cover for other members of the team where necessary.
- Work flexibly and cooperatively as part of a team and with other teams.
- Be involved in the selection and training of new staff and volunteers.
- Participate in staff training and development activities, staff supervision, appraisals and all relevant meetings.
- 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
- Have specific individual responsibilities but the person appointed will be expected to use her or his initiative in organising and prioritising work, within criteria set by the line manager.

Please note that:

- Post holder must recognise the needs of the organisation to change role as is necessary for development.
- All PBHA work premises are non-smoking.

Access Information

The Kingsland Hub site has one level and is accessible to wheelchair users.

Accountability

The post holder is accountable to the Recovery Lead.

Main Conditions of Service

This is a full time position. The post is for 37.5 hours per week, 5 days per week, the post is for 37.5 hours per week plus sleep-in's and on call.

Annual leave entitlement is 26 days per year plus normal bank holidays (pro rata for part time posts). This will rise after each completed year of service to a maximum of 30 days.

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The salary for this post will be in the range of £24, 156 – £29, 571, SCP 25 – 31. Sleep ins are paid in addition to the basic salary.

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 (6 months).

PBHA is committed to equal opportunities and anti-discriminatory practice.

ROLE REQUIREMENTS

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the role requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

The minimum experience required for the post is:

Assessed by*

A, I

- To have worked in a paid or voluntary capacity with people who have mental ill health. To have an understanding of the particular wellbeing needs of minority ethnic groups.
- Experience of supervising or coaching staff or volunteers.

A, I

- Good computer literacy including the ability to use Windows applications and word processing and database packages. This also includes the ability to use the internet and to draft and send e-mails.

A, I

- Experience of forging working relationships as part of a team and in partnership with external statutory and voluntary agencies.
- Experience of working in an outcomes focused way.

The competencies required for the post are the ability to:

Assessed by*

A,I

- Ability and willingness to participate in a 24 hour rota, including a sleep in shift.
- Can positively contribute and take initiative; good negotiation skills To be positive, resourceful, and resilient when working in challenging environment
- Able to constructively challenge and lead positive change- including with assumed constraints and the abilities of people with ongoing mental health needs.
- Promote positive risk taking and supporting people to find their own solutions to engrained challenges.
- Demonstrate focus on individuals' strengths. Ability to actively seek opportunities for own development, share knowledge and learn from mistakes.
- Understanding and ability to manage boundaries effectively, including awareness of limits of own competence, role and responsibilities.
- Good verbal, written & positive interpersonal communication skills, ensuring that stakeholders are treated with respect and dignity and are not judged.
- Ability to manage, plan and take responsibility for your own case load
- Ability to use appreciative inquiry and positive framing and communication to support people to develop achievable goals.
- Knowledge of the recovery model in mental health and homelessness, and a demonstrable commitment to promoting social inclusion through collaboration and innovation.
- Experience of safe administration of medication.
- Experience of assessing risk and an understanding of the workers role in safeguarding vulnerable service users

- Be able to demonstrate experience and knowledge of multi-agency and partnership working
- Engage tenants, building a rapport with the individual so that he/she can recognise his/her ambitions.

A,I

- Plan a strategy that supports clients to identify their move on goals, and develop plans towards achieving them in a limited period of time
- Deliver motivating training sessions that inform and inspire clients

A,I

- Effectively support PBHA's clients to progress to more independent accommodation work through the acquisition of skills, confidence and supportive relationships

A,I

- Establish productive partnerships with a range of key stakeholders, internal and external to ensure that project targets are met

A,I

- Organise work effectively by prioritising, planning and excellent time management

I

- Meet demanding targets in a difficult climate

A,I

- Be a self-starter, demonstrating initiative and a pro-active approach to meeting goals and targets

A,I

- Prepare reports for senior management, the Board and funders.

A,I

- Use IT effectively to prepare reports, marketing materials etc.

It is desirable that the candidate will have:



Assessed by*

A, I

- The ability to deliver engaging training
- Qualifications or training in social work or psychological interventions.
- A management qualification.
- An understanding of peer support and the value of lived experience
-

The successful candidate will need to be committed to:

Assessed by*

A

- Improving quality and raising standards of service.

A, I

- Enabling participants in the project to take control of their own lives and become involved in the overall running of the project.

A

- PBHA's Diversity and Equal Opportunities policy
- Co-operative team working.

The successful candidate will

- Have the 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 Assessment