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| **Job Description** | |
| **Post title** | Recovery Worker |
| **JE Reference No** | A4275 |
| **Grade** | Grade 7 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care |
| **Reporting to** | Support & Recovery Area Manager |
| **Location** | You will be classed as an agile worker covering County Durham. |
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| **DBS** | This post **is** subject to an **enhanced disclosure**. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To work towards improving life opportunities for people experiencing complex mental health issues through a person-centred recovery approach, who wish to access specific health & well-being related activities and community resources and opportunities.

To work in partnership with the person, to enable them to focus on their recovery and well-being, in an effective and efficient way.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To support people to access community based resources, reflecting their choices and interests, including the use of universal services
* To facilitate the development of local community links
* Complete and maintain all appropriate records in line with procedure
* To undertake, monitor and review all appropriate health and safety checks
* To participate in service user reviews
* To complete, monitor and review a personalised recovery plan and risk assessments in line with the relevant timescales
* To work effectively with all digital and I.T systems Inc. Microsoft Teams
* To work with other professionals in line with the delivery of the service
* To work to the appropriate policy, procedures, guidelines and good practice relating to mental health services and this organisation
* To take responsibility for, and deal with appropriately, any emergency that may arise
* Work the contracted hours over a flexible week to meet the needs of service users, which may include evening and or weekend work
* Work to agreed rotas and report any absence or changes in circumstances in a timely way to enable effective cover to be arranged
* Engage appropriately with service users and their carers / relatives, and any other provider services which will include reporting compliments, complaints and suggestions in-line with agreed policies and procedures.
* Encourage involvement of service users in all processes to aid their mental well-being.
* Listen actively to feedback from service users.
* To be committed to continuous professional development.
* Undertake such other duties commensurate with the grade of post that may be required to ensure the service continues to meet or surpass the needs of people as they take control of their lives, as identified in agreement with management.
* Work as part of a team and attend regular huddle and team meetings.
* To communicate effectively
* To work within professional boundaries

**Additional Information:**

A proportion of the working week may be undertaken outside of normal office hours – time back in lieu will be arranged between the post-holder and the Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * 5 GCSE’s or equivalent or * NVQ L3 or * Relevant degree / Nursing qualification or equivalent or * Social Work qualification or equivalent | * Appropriate qualification in Care and Support, Teaching, Social Sciences |
| Experience | * Relevant experience of working with people with complex mental health issues in a community setting including lone working * Proven experience of IT skills and use of software packages such as Microsoft Teams, Word, Outlook. | * Integrated work with other agencies/professionals. * Advice/advocacy work. * Community work. * Group work/counselling/housing |
| Skills & Knowledge | * Awareness of the needs of people experiencing complex mental health issues. * IT skills * Clear oral and written communication skills with good interpersonal skills * Able to work in partnership with service users. * Effective time management * Understanding of different forms of mental health diagnoses * Ability to form relationships with service users and carers / relatives * Creating and reviewing personalised recovery plans and risk assessments * Organising and prioritising work. * To adhere to DCC Professional Boundaries * Ability to work as a member of a team |  |
| Personal Qualities | * Service user and carer orientated. * Self-motivating * Empathetic approach * Ability to work under pressure * Commitment to equal opportunities * Openness to new ideas and ways of working * Emotional resilience * Willingness to undertake training within mental health and to meet organisational requirements * Access to a car or access to a means of mobility support (if driving must have a current valid UK driving licence and appropriate insurance including business). |  |