

JOB DESCRIPTION

Job Title: Recovery Worker

Service: Operations

Reports to: Service Manager

Direct Reports: None

ABOUT THE ROLE

The Recovery worker in this post will contribute to successfully rehabilitating and reintegrating our residents and participants back into the community. Providing pathways, support and appropriate interventions that will enable successful resettlements and work with external partners, agencies and commissioners to achieve the desired outcomes of the service, delivering safer more integrated communities for all stakeholders.

You will work in accordance with service specifications and agreements to provide a flexible service which is responsive to individual needs.

ABOUT YOU

The person in this post will be driven to provide high quality care and support to others. An effective team member who can communicate effectively with people from different backgrounds and can respect equality, diversity, and inclusion. The person will be confident in working in the social care setting and can be compassionate, supportive, and empowering to others. They will be able to form effective, positive, and motivational relationships.

KEY RESPONSIBILITIES

- Act as the primary recovery worker for a caseload of residents and participants as designated by the line manager and contribute to the development of support plans, risk assessments and reviews.
- Participate in, and encourage residents and participants to participate in the running and development of projects, social enterprise initiatives, training, volunteering or work experience.
- Ensure all residents and participants understand their rights and responsibilities and have access to the right tools and resources, to support them back into society and building networks. For example, assisting with making welfare benefit claims, and signposting to the correct provisions.
- Develop and maintain strong relationships with internal and external persons and agencies including but not limited to specialist care providers, neighbours, GP's, probation services, and community forensic teams.
- Provide advice, information, guidance and life skills training to residents and participants.
- Recognise signs of deteriorating mental health and initiate appropriate interventions to prevent a crisis.
- Complete safeguarding and other referrals where required.
- Support named residents/participants with various personal needs as required.

- Attend appointments with residents when required.
- Assist the Service Manager in managing health and safety, maintenance, rent/charge collections, arrears and void control for the service.
- Tenancy Management including, not limited to signing up new residents/participants to tenancies with the correct procedure, assisting with taking occupancy, inductions, and general living support.
- Administration duties will vary. This includes maintaining confidential records in a timely manner and containing information in accordance with relevant statutory and organisational policies.
- *Other duties may include but not limited to, maintain clean and tidy offices and communal areas, removing rubbish, reporting repairs and ordering/replenishing supplies.*

SIG Policies and Data Protection

- Promote the SIG values in creating a positive and productive environment, to create a Psychologically Informed Environment (PIE).
- Maintain high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service.
- Maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and business sensitive information.
- Adhere to SIG policies, processes, best practice and data protection at all times.
- Comply with Health, Safety, and Environmental procedures.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

PERSON SPECIFICATION

| Qualifications and Experience | Rating |
|--|---------------|
| Experience of working with people of complex backgrounds, ex-offenders, mental health, substance misuse, challenging behaviours or a good understanding of the sector | Essential |
| Experience creating co-produced support plans and providing appropriate interventions for service user and liaising with other professionals | Desirable |
| Appropriate professional qualification: NVQ/Diploma Level 2 in Health & Social Care/Community Justice or professional equivalent | Desirable |
| Experience of providing housing support and practical assistance within a residential or outreach support role | Desirable |
| Skills and Abilities | |
| IT Proficiency, ability to learn new software programs, basic Microsoft experience | Essential |

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| Understanding of the housing and social needs of people with multiple and complex needs | Essential |
| Understanding and/or practical application of key legislation regarding social care, housing, criminal justice and mental health | Essential |
| Understanding and/or practical knowledge of the social and societal marginalisation that can be attached to people with mental health issues, addiction, exploitation, homelessness and within the criminal justice system | Essential |
| Personal Characteristics | |
| Excellent communication skills both written and oral and relationship building | Essential |
| Able to influence and negotiate positive outcomes with others | Essential |
| Ability to work with confidential information, maintain accurate records and write accurate reports | Essential |
| Sensitive and empathy to others, dealing with challenging circumstances with professionalism | Essential |
| Trauma-informed, non-judgemental approach to overcome barriers and achieve goals | Essential |