

JOB DESCRIPTION

JOB TITLE:	Mental Health Recovery Worker
RESPONSIBLE TO:	Deputy Manager
LOCATION:	Birmingham/London
REVISION DATE:	20.1.2022

1. BACKGROUND:

Servol Community Services is an established, registered charity providing support and accommodation for those experiencing mental health problems in the West Midlands and London. Accommodation includes residential 24 hour staffed services and semi supported accommodation.

2. ORGANISATIONAL VALUES:

Everything we do links to the following core values:

- Caring
- Respectful
- Continuously improving
- Welcoming

3. JOB PURPOSE:

To provide a range of one-to-one support to service users and help them to develop the skills and support networks to enable them to live independently in the community.

To work as part of an effective team to provide the best quality of support to service users, upholding dignity and ensuring that the support provided is safe, effective and caring.

4. RESPONSIBILITIES

1. Developing support plans to progress service user's recovery journey using Outcome Star online.
2. Keeping accurate records (e.g., daily log and risk assessments) and support service users in their dealings with external agencies, in line with GDPR and Confidentiality protocols.
3. To comply with all Servol Community Services' organisational policies and procedures such as Equal Opportunities, Confidentiality/GDPR and Code of Conduct.
4. To work flexibly as part of the staff rota to ensure safe staffing levels are met.
5. To encourage service users to contribute fully to their care and support plan as provided by Servol Community Services by making informed choices.
6. To support service users with personal administration, form filling and making benefit claims as necessary.

7. To maintain daily contact with service users to check on their welfare and provide support as set out in their support plan.
8. To encourage and support service users to take part in activities including education, physical and voluntary opportunities.
9. To encourage and support those service users who are seeking employment to find a suitable post, including signposting to CV writing resources and employability courses.
10. To test fire alarms regularly, according to schedule and management instruction.
11. To liaise with external agencies (such as CPNs, Social Workers, Community Mental Health Teams etc.) to ensure that service users can access valuable resources and to meet their health & social care needs.
12. To encourage service users to contribute to the development of the service and that the service users feel they are partners in their recovery journey.
13. To provide information and to support service users on issues on healthy living, personal care and food hygiene.
14. To assist and support service users with activities such as shopping, attending appointments, budgeting and managing personal finance.
15. To support service users to maintain a high level of personal safety whether inside or outside the unit. This includes providing advice on developing positive relationships.
16. To prompt or administer medication in line with Medication Policy and local protocols.
17. To promote equality, diversity and inclusion in your day-to-day work.
18. Be responsible for the security and proper use of the building, furniture and fittings.
19. To ensure that all communal areas are kept clean and tidy.
20. To encourage and support service users to keep their bedrooms reasonably clean and tidy. Any concerns need to be reported as soon as possible.
21. To comply with Lone working Policy and to manage individual and other's risk.
22. Attend and complete all mandatory training as required by the organisation, demonstrating commitment to personal development and learning needs.
23. Participate fully in team meetings and supervision meetings.
24. To work within clear professional and confidentiality boundaries.

PERSON SPECIFICATION

Requirements	Essential	Desirable	Evidenced by
Qualifications	Care Certificate or willing to work towards this qualification		Application form
		Level 2 in Health & Social Care	Application form
Experience	Experience of working with vulnerable adults in a support or care role	Experience of working with people who have a mental health condition or learning disability	Application form/CV
	Support planning and key working		Interview
		Supporting clients with medication	Interview
	Experience of working in residential or supported living setting	Experience of working in regulated services	Interview
	Working with people to promote choice and independence.		Interview
Skills and Knowledge	Good verbal and written skills and ability to convey information clearly		Application form/ Interview
	Ability to demonstrate practical experience of IT systems and email.		Online assessment/Interview
	A working understanding of legislation and procedures for the protection of vulnerable adults		Interview
	An understanding of Health and Safety and risk management issues and application in social care		Interview
	Understanding of equality and diversity and ability to promote equality in all aspects of work		Interview
Personal Qualities	Positive attitude to working with people experiencing mental health problems		Interview
	A non-judgemental, accepting approach to working with people whose behaviour may be challenging.		Interview
	Ability to cope in a mature way with conflict, distress and challenging behaviour		Interview
	Willingness to accept feedback and guidance to reflect on practice and to be accountable		Interview

	to service users, colleagues and managers		
	Willingness and ability to work flexibility to meet the need of individuals and the service		Interview