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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care and Support |
| **Post title:** | Support Time and Recovery Worker |
| **Grade:** | F |
| **Responsible to:** | Designated Mental Health Team Manager |
| **Staff managed:** | None |
| **Date of issue:** | April 2019 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| To provide Support, give Time to an allocated group of service users with more complex needs and thus promote their Recovery and maintain them in their community environment.  Promote recovery using the CHIME principles of connectedness, hope, identity, meaning and empowerment.  The purpose of this post is to promote the independence of the individual through identifying recovery focussed goals and outcomes for the person. This is to be achieved by identifying community facilities and activities within the local area to engender a greater sense of purpose, identity and increased self-esteem.  Other:   * Enhanced DBS is required * This role involves spoken communications so a confident use of English language is required   The service will operate a 7 day service, operational arrangements to be confirmed.  NYCC works jointly with NHS Mental Health Foundation Trusts to deliver Community Mental Health Services to working age adults.  These services work together to deliver a joint, resilient and responsive Adult Community Mental Health Service across North Yorkshire which is supportive of the North Yorkshire Health & Wellbeing Board Mental Health 2015-2020 strategy Hope, Control & Choice” vision:  *“We will work together to ensure the people of North Yorkshire have the resilience to enjoy the best possible mental health, and to live their lives to their full potential, whatever their age and background, supported by effective, integrated and accessible services across all sectors, designed in genuine partnership with the people who need to make use of them and those who care for them.”* |

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| **Structure** |

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| Job Description | |
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| Job purpose | To provide support to individual service users and their carers, who have mental health problems.  To implement Recovery Plans with service users following a professional assessment. |
| Operational management | * To work with service users to produce and realise their Recovery Plan and assist people with their recovery and access relevant services and support. * To coordinate and lead service user groups which underpin the CHIME principles of recovery, e.g. ‘Just Be You’ * To provide regular practical and emotional support to service users and their carers to enable them to improve their self-esteem and independence. * To positively promote independent living of service users in the community by providing support with daily living (e.g. budgeting and domestic hygiene) and assisting service users to access community facilities and social networks. * To support and encourage service users to be involved in meaningful occupation and/or meet their educational needs. * To develop supportive and therapeutic relationships with service users and carers. * To support service users and carers to access resources and other support networks in their community. * To promote the rights of service users and wherever possible work to support their being upheld. * To assist in the development of service user involvement and where appropriate to involve carers * To promote mental and physical health and provide information on health promotion. * To monitor service user’s progress, level of functioning and mental state - alerting appropriate staff of any identifiable early signs of relapse or other concerns. * Attend service user reviews and any other relevant meetings * To report regularly to the appropriate professionals * To ensure the service user understands and has a clear pathway of care across sector and agency boundaries with key contact points and named individuals. * To escort and support service users when doing various activities identified through their recovery plan * Work in partnership with the voluntary and statutory organisations that provide mental health information and support. * Subject to training having been provided, participate where required in the Appropriate Adult rota. |
| Communications | * This post involves working and communicating effectively with a wide range of individuals and agencies including: Service Users; Carers; Adult and Community Services staff; Health staff; District Council staff; Housing Agencies; Voluntary Agencies other Statutory bodies and the General Public. * To maintain appropriate written and electronic records and statistical information as required by NYCC. * To ensure that confidentiality is maintained as per national and local policy and respect and maintain a service user’s rights to confidentiality. |
| Resource management | * To attend and actively participate in training sessions, team and care plan review meetings and supervision as appropriate. * To take responsibility for own continuing development using internal and external learning opportunities as agreed with Line Manager, and to maintain a portfolio showing evidence of development. |
| Safeguarding | * Act as a safeguarding adults Alerter and intervene in emergency situations to protect a vulnerable adult and initiate the appropriate actions required. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Some knowledge of mental health issues and/or related issues (as a worker or service user/carer or from own life experience). * Some knowledge of supporting people who are suffering from emotional distress (as a worker or service user/carer or from own life experience). * Some knowledge of Equality and Diversity, Dignity & Respect and Human Rights * Some knowledge of the wider impacts on health and social care and how these impact on individuals including: housing, debt, employment. | * Be able to demonstrate a knowledge and understanding of services and community activity for people provided by statutory, voluntary, and community sectors in North Yorkshire and referral criteria. |
| Experience   * Demonstrable experience of working with service users in the above areas * Experience of providing information and advice while working in direct contact with people, families and carer in a paid or voluntary capacity. | * Working within the Social care sector * Delivering care or support within a community setting * Liaising and networking with other agencies |
| Occupational Skills   * Customer-facing role requiring the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post * Good numeracy skills in order to support service users with budgeting and other related issues * Effective written communication skills to ensure defensible case recording * Good IT skills, including use of email, intranet, internet, word and inputting data into the Council’s care management system. * Ability to form positive supportive and therapeutic relationships with service users and carers * Ability to manage time and work effectively * Ability to work on own initiative and as part of a team in a range of settings * Ability to provide a service user focused approach to recovery * An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour * Ability to work with service users in a non-judgemental manner * Ability to provide practical support with daily living activities * Ability to acknowledge diversity and promote anti-discriminatory practice and equal opportunities * Ability to recognise and respond in a professional manner to safeguarding issues arising. | * Ability to develop recovery plans for service users * Ability to develop innovative solutions to help empower service users * Able to take a flexible and creative approach to problem solving |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * A Level 2 diploma in Health and Social Car or equivalent level of qualification * An ability and commitment to achieve a Level 3 qualification in Health and Social Care or equivalent * A commitment to undertake Continuing Personal Development and to complete underpinning knowledge for the role. | * A Level 3 Health and Social Care diploma qualification |
| Other Requirements   * Personal qualities of wanting to make a positive contribution to improving quality of life for people with mental health problems and promote independence * Committed to promoting good practice and disclosing and challenging inappropriate conduct or practice * Commitment to an understanding of equal opportunities, anti-oppressive practice and issues relating to Mental Health. * Ability to travel independently across a rural area to meet the demands of the post. * Ability to undertake the role outside of normal business hours, if required. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.