



**Creative Support Ltd**

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**Recovery Support Worker**

**Reference: 81098**

**Hinckley, Leicestershire**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 8 November 2024**

Once you have submitted or posted your application form allow *10 working days* after the closing date for a response. Please return the completed application form by email to recruitment@creativesupport.co.uk or to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**



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| Authorised by: |  | Date Authorised: |  | Page Number: | 1 |
|----------------|--|------------------|--|--------------|---|

**JOB DESCRIPTION – RECOVERY SUPPORT WORKER**  
**Hinckley, Leicester Mental Health Service**



**Hours:** Full Time (37.5hrs per week)

**Accountable to:** Recovery Team Manager

**The Role:**

We require a dynamic, caring, forward thinking person to provide outcome focused support to people with mental health needs. This is a brand new service that comprises of 14 individual flats. You will work alongside people in a recovery focused model to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities. The successful applicant will be able to think on their feet and respond to a fast paced environment with a positive and proactive attitude. The role will involve promoting the rights of service users with mental health needs to move on positively to greater independence.

**Main Responsibilities/Duties`**

1. To develop and sustain warm and trusting relationships with service users.
2. To promote the self-esteem, happiness and emotional health of service users.
3. To respect the client’s right to privacy and to ensure that their dignity is maintained at all times.
4. To provide weekly keyworker sessions, offering opportunity for individuals to discuss their support, reflect on how they are feeling, review progress and celebrate success and progress.
5. To encourage and support service users in expressing their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision making processes.
6. To respect and promote the rights and entitlements of people with mental health needs to enable them to participate as fully as possible in their communities.
7. Support with person-led planning that empowers individuals to prioritise what’s most important to them and enables support that will make the greatest impact using people’s strengths and assets to promote sustainable independence
8. Offers just enough support to prevent dependency or over delivery of support and encouraging people to develop and use informal networks to support resilience and independence
9. To help individuals to engage in managing their own risks and develop positive risk management plans with individuals in order to build awareness and insight into the impact of risk on themselves and others.
10. Support to write outcome focussed plans that are SMART (Specific, Measurable, Achievable, Realistic and Time-Limited), including short and longer term goals
11. Support service users to understand their responsibilities of being a tenant and developing good relationships with neighbours and with the landlord. To help build practical skills in terms of

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|-----------------------|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b> |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>2</b> |
|-----------------------|--|-------------------------|--|---------------------|----------|

maintaining a home and activities of daily living and a strong focus of skill development for budgeting and financial management.

- 12.** To support service users to plan meaningful routines and lifestyles, build skills for positive social interactions and relationships and enabling independence through peer support. Provide support for self-management and offer motivational support and positive reinforcement.
- 13.** To promote the rights and entitlements of people with mental health needs, and to enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.
- 14.** To support service users in developing socially valued lifestyles which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 15.** To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the planning of individual support, where this is in accordance with service user preferences.
- 16.** To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- 17.** To ensure that service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well-being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
- 18.** To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor.
- 19.** To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 20.** To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 21.** To carry out and record all financial transactions involving service users within agency guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.
- 22.** To be responsive to the individual needs of service users within the framework of their Recovery Support Plans and to respond flexibly to changing needs.

- 23.** To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
- Using community resources and facilities
  - Social, leisure and work activities
  - Self-organisation and coping abilities
  - Personal safety
  - plan meaningful routines and lifestyles that work for them
  - Build practical skills in terms of maintaining a home and activities of daily living
  - Offer tenancy maintenance courses which focus on skill development
  - Support individuals to budget & pay bills
  - Skills for positive social interactions and relationships
  - Enable independence through peer support
  - Provide support for self-management and organisation e.g. appointments and reminders
- 24.** To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.
- 25.** To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.
- 26.** To enable service users to access developmental opportunities, new experiences and challenges
- 27.** To assist service users in the administration and monitoring of prescribed medication in accordance with the Corporate and Local Medication Policies.
- 28.** To observe and monitor service users' mental and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in needs, behaviour, risk or circumstances.
- 29.** To take appropriate action in the event of unforeseen emergencies, ensuring that the Recovery Team Manager and the Area Manager is informed promptly. To use internal on call services proactively.
- 30.** To follow Health and Safety guidelines carefully and to alert the Recovery Team manager and Area Manager immediately of any concerns in relation to Health and Safety issues.
- 31.** To contribute to service records and individual case files.
- 32.** To carry out and record all financial transactions involving service users within agency guidelines.
- 33.** To carry out general administrative duties, housing management tasks and services as required.

34. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings

**Other**

35. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
36. To be available to work flexibly in order to meet the needs of the agency and the service user. This will include day, evening, weekend and sleep in shifts which may also be split shifts.
37. To provide regular verbal and written reports to colleagues.
38. To accept support, supervision and guidance from senior colleagues.
39. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
40. To comply with and to implement the Equal Opportunities Policy.
41. To maintain confidentiality at all times, in accordance with the agreed policy.
42. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
43. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
44. To take on the role of shift co-ordinator when required.
45. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling.
46. Any other duties as required.

|    | <b>QUALITIES REQUIRED</b>  | <b>How Assessed</b>               | <b>Essential/ Desirable</b> |
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| 1  | Ability to demonstrate a warm, caring, person centred approach to people with mental health needs and learning disabilities  | Interview                         | Essential                   |
| 2  | Good communication skills and ability to listen sensitively to others  | Interview                         | Essential                   |
| 3  | Ability to engage with service users, to develop and sustain warm and trusting relationships   | Interview                         | Essential                   |
| 4  | Ability to demonstrate basic insight and understanding into the needs of people with mental health needs and learning disabilities   | Interview                         | Essential                   |
| 5  | Written communication skills, sufficient to contribute to a record keeping system  | Application & Interview           | Essential                   |
| 6  | Ability to work constructively and co-operatively as part of a team  | Interview                         | Essential                   |
| 7  | Ability to work safely and responsibly without direct supervision in service user's own homes and in the local community   | Interview                         | Essential                   |
| 8  | Ability to demonstrate initiative, self-motivation and resourcefulness   | Interview                         | Essential                   |
| 9  | Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users                                      | Interview                         | Essential                   |
| 10 | Understanding of the person centred aims and principles of Creative Support and ability to put these into practice   | Application & Interview           | Essential                   |
| 11 | Ability to provide emotional and practical support to service users  | Application & Interview           | Essential                   |
| 12 | A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way   | Application & Interview           | Essential                   |
| 13 | Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual  | Interview                         | Essential                   |
| 14 | Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks  | Interview                         | Essential                   |
| 15 | Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required | Application, Pre-Emps & Interview | Essential                   |
| 16 | Experience of providing care, support or other services to people with a variety of needs an in relating to people from a variety of backgrounds                                 | Application & Interview           | Essential                   |
| 17 | Possession of Diploma or other relevant social care qualification  | Application Form                  | Desirable                   |
| 18 | Willingness to work flexible hours, including split shifts according to needs of agency and service users  | Interview                         | Essential                   |
| 19 | Willing to accept feedback and guidance and to be accountable to colleagues and managers and to attend training courses/events   | Interview                         | Essential                   |
| 20 | To have a clean driving licence and access to a car  | Application Form                  | Desirable                   |



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| <b>Salary:</b>  | <b>Up to £12.00 per hour</b> |                 |
|   | <b>Point One:</b>            | £11.90 per hour |
|   | <b>Point Two:</b>            | £12.00 per hour |
| <p><b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i></p> |                              |                 |

**Holidays:**

20 days plus 8 statutory days pro rata.

**Hours of Work:**

Full time is 35 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

**Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

**Level 2 or 3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

**Birthday Holiday Bonus:**

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

**Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

**Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off

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|-----------------------|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b> |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>7</b> |
|-----------------------|--|-------------------------|--|---------------------|----------|

£100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

#### **Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months' service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months' service - Up to a maximum of four weeks at full pay.
- Twenty-four months' plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

#### **Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

#### **Life Assurance:**

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

#### **Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

#### **Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

#### **Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

#### **Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

#### **Payroll Giving:**

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|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 8 |
|----------------|--|------------------|--|--------------|---|



Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

**WeCare Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

**Retirement Awards:**

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.

**Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and

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|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 9 |
|----------------|--|------------------|--|--------------|---|

representation of LGBTQ+ individuals within the company.