



Creative Support Ltd, Head Office

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Recovery Support Worker

Reference: 75987

Telford Mental Health Services

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: 06 February 2025

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

Yours faithfully

Recruitment Department

Please note: Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.



JOB DESCRIPTION – RECOVERY SUPPORT WORKER

Telford Mental Health Services

Hours: Full time (37.5 hours per week) or part time (flexible: to be worked according to a rota and to include evenings, weekends and public holidays according to the needs of the service)

Responsible to: Recovery Manager and Registered Service Manager

The Role:

To provide individualised person-centred support for adults with a range of mental health needs in an accommodation setting. To work in partnership with individuals through the recovery process, helping them to develop recovery focused support goals, promoting hope and aspiration.

You will engage with service users to build trusting therapeutic relationships and offer practical support to enable them to build their daily living skills in accordance with their individual support plan. You will work closely with other professionals and agencies to provide a co-ordinated personalised service which meets the identified needs of individuals, promotes their recovery and improves their quality of life.

For this role driving isn't essential with the service located on a bus route.

Main Duties:

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To develop strong partnership links with the full range of external agencies and professionals to ensure that service users can access additional care and support to meet their individual health and social care needs.
3. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
4. To achieve positive outcomes through developing and implementing person centred care plans which outline goals and aspirations for the future.
5. To be flexible and responsive to the needs of service users and their families as directed by their person centred plans/recovery plans.
6. To support service users to develop and regain life skills and confidence, to make choices and to retain control over their lives.
7. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.
8. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
9. To support service users in maintaining their emotional wellbeing and managing their mental health, to manage symptoms and promote recovery. To contribute to the development of recovery plans and WRAPs.
10. To assist and support service users with general activities of daily living including:
 - Shopping
 - Meal Preparation
 - Cleaning and general household tasks
 - Attending hospital or GP appointments
 - Accessing community facilities

- Taking part in meaningful activities
11. To support service users in budgeting, avoiding debt and managing their finances and to ensure that they are able to maximise their income and enjoy a good quality of life by liaising with Welfare Rights agencies.
 12. To support service users to manage their accommodation and to maintain the safety, hygiene and comfort of their home.
 13. To encourage service users to utilise any aids, adaptations or assistive technologies which promote their safety and independence.
 14. To support service users in building and sustaining their social networks and enjoying relationships with families, friends and neighbours. To encourage the use of informal and peer support.
 15. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
 16. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities.
 17. To enable service users to participate in their local communities, to engage with sources of informal and peer support and to enjoy the rights and responsibilities of citizenship.
 18. To promote a healthy, active lifestyle and to support them to obtain appropriate advice and support in respect of diet, exercise, stress reduction, smoking cessation, weight loss and the management of long term health conditions.
 19. To inform the Management team and relevant agencies of any concerns or significant changes in the needs and circumstances of service users. To report any concerns regarding children vulnerable adults or children with immediate effect to the Management team or the Duty/On Call Manager.
 20. To support service users in complying with prescribed medication and self medication programmes. To liaise with the service user's Consultant, GP in respect of compliance with prescribed medication. To report all side effects related to medication.
 21. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
 22. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.
 23. To undertake health and safety tasks in relation to the building, e.g weekly fire tests.
 24. To take appropriate action in the event of emergencies or crisis situations, ensuring that the Recovery Manager/Registered Manager or On Call Manager is informed promptly.
 25. To follow Health and Safety guidelines carefully and to alert the Management team immediately of any concerns in relation to Health and Safety issues.
 26. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
 27. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
 28. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.
 29. To carry a caseload and to diligently fulfil the role of Recovery Support Worker as required.
 30. 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 and may involve supporting people with personal care needs

Other:

31. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
32. To provide regular verbal and written reports to your Line Manager.
33. To accept regular support and supervision from your Line Manager.
34. To carry out all work in a manner consistent with the person centred values and aims of Creative Support.
35. To comply with Creative Support's Equal Opportunities Policy.
36. To maintain confidentiality at all times, in accordance with the agreed policy.
37. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
38. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
39. To undertake on the role of Shift Co-ordinator when/if required.
40. Any other duties as required.

PERSON SPECIFICATION - RECOVERY SUPPORT WORKER

Telford Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	A warm approach and ability to positively engage service users	Interview	Essential
2.	Good verbal communication skills and interpersonal skills	Interview	Essential
3.	Good written communication skills, with an ability to contribute to a record keeping system	Application	Essential
4.	Ability to work positively as part of a team	Interview	Essential
5.	A basic understanding of the needs of people with mental health support needs	Application & interview	Essential
6.	Ability to provide emotional and practical support to service users in ways which promote their dignity, independence and recovery	Interview	Essential
7.	Ability to work without direct supervision	Application & Interview	Essential
8.	A common sense approach to problem solving and an ability to respond effectively in crisis or emergency situations	Interview	Essential
9.	Ability to liaise in a professional manner with other agencies	Interview	Essential
10.	An understanding of the person centred aims and principles of Creative Support	Interview	Essential
11.	Commitment to equal opportunities and anti-discriminatory practice	Application & Interview	Essential
12.	Experience of providing support services to people in an accommodation based service.	Application & Interview	Desirable
13.	Good work ethic, timekeeping, attendance and reliability	Application Interview & references	Essential
14.	Willingness to work flexible hours	Interview	Essential
15.	Willingness to respond positively to instructions and guidance from senior colleagues	Interview & references	Essential
16.	Car owner/driver, willing to use car for work related travel and to obtain business insurance	Interview	Desirable
17.	Possession of NVQ 2 or higher social care qualification	Application	Desirable

18.	A basic understanding of the benefit system with the ability to complete benefit application forms	Interview	Desirable
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TERMS AND CONDITIONS – RECOVERY SUPPORT WORKER

Telford Mental Health Services

Salary:	Up to £12.60 per hour based on qualifications and experience	
	Point One:	£12.30 per hour
	Point Two:	£12.40 per hour
<p>Please Note: Pay rate effective from April 1st 2025 <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>		

Hours of Work:

Full time (37.5 hours per week) or part time (minimum 15 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.

Holidays:

20 days plus 8 statutory days pro rata.

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.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake 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 £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 times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times 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 the 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: 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 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 are provided will be dependent on your hours worked.

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 basis 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 representation of LGBTQ+ individuals within the company.