

JOB DESCRIPTION

Job Title: Recovery Worker

Directorate: dependant on location

Reporting to: Manager/ Deputy Manager

Responsible for: N/A

PURPOSE OF THE JOB

The role of the Recovery Worker is within the Support team and will manage a case load of clients supporting them towards recovery and move on, ensuring that each client is provided with specific support tailored to the individual and empowered to make changes in their lives, including linking them in with all necessary external agencies.

The Recovery Worker will also assist clients to achieve their goals and aspirations.

KEY RESPONSIBILITIES

Case Management

- To conduct desktop and face to face meetings with prospective clients focusing on positive change using the client's own knowledge, skills and lived experience of the issues they encounter in their own lives. This is the asset based approach.
- To induct new clients in line with the project's aspirations and objectives – Recovery and move on.
- To use a range of specialist assessment and personalised support planning tools to engage clients in the asset based support planning process.
- To work with clients in producing support plans specific and unique to each client and ensuring that reviews of these plans are carried out, shared with relevant support partners, implemented and adequate case records are maintained
- Through the use of conversations based on the client's own knowledge, skills and lived experience of the issues they have encountered, identify client's goals and aspirations and assist them to achieve their objectives.
- To support clients to develop personal safety plans that where appropriate include other external services to jointly deliver support to the client.
- To work with a range of agencies to ensure all clients have access to relevant services including both statutory and non-statutory support
- To provide specialist advice, coaching and training to clients on future housing, health, welfare benefit claims and other issues as necessary.
- To identify relevant sessional and specialist support using individual assessment tools for each client.
- Ensure clients have the skills, knowledge and confidence to move on successfully.
- To accompany clients to visits and other services and move on properties where appropriate.
- Develop a move on plan and recovery network to ensure clients are prepared once they have moved on.
- To update St Mungo's client database with all relevant information, working in an outcome focused manner.

- To cover duty tasks at the central office, including dealing with phones, post and all other enquiries, either on a duty rota, or on an ad hoc basis, depending on the project needs.
- To support colleagues in diffusing difficult or dangerous situations and to summon outside assistance when necessary. Training will be provided.
- To be supportive of your colleagues including during times of crisis.
- To exclude people when necessary in accordance with agreed policies and review these exclusions with managers.
- To refer to and support the organisational Recovery College, ensuring clients support plans are facilitated through this programme.
- To promote client involvement and work to St Mungo's client involvement strategy.

Financial and Administrative Duties

- Track and monitor the person budgets if applicable, ensuring spending is in line with local procedure.
- To maintain a high standard of record keeping and keep all financial and administrative systems up-to-date and in line with policy.
- To ensure that all written work both for internal and external use is of a high standard.

Other

- To keep abreast of current housing legislation, welfare benefit legislation and other matters relevant to successful support and resettlement of clients.
- To represent St Mungo's and the Project externally at meetings, open days and events, as requested.
- Undertaking travel between projects and houses across West London as needed.
- To attend shift handover meetings, weekly Team Meetings, team review days and other meetings as agreed with the Deputy Manager and/or Service Manager. To chair and take minutes of meetings, as requested.
- To work on a shift rota in line with local working practice.

General

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Recovery Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for application form:

1. Experience in helping people to identify personal goals and supporting them through a process of change.
2. Experience of dealing with complex and difficult situations in relation to people.
3. Supporting vulnerable people - Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis and a non-judgemental approach to working with people with complex needs.
4. Confidentiality - understanding of the importance of discretion and confidentiality in relation to work and maintaining professional boundaries.
5. Communication skills - good written and verbal communication skills with the ability to assertively communicate key information both verbally and in writing.

The below points will be tested at different stages of the recruitment process

6. Personal experience of homelessness or a sound understanding of the issues faced by people who are homeless or vulnerably housed and the difficulties they can experience in accessing services that are fully responsive to their needs.
7. Ability to build positive relationships with a wide range of people including clients, other staff, representatives of other agencies such as local authorities and statutory services, and the general public.
8. Familiarity with IT applications and keyboard skills, and the ability to undertake own administrative tasks and maintain accurate records.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group
- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work shifts including evenings, weekends, bank holidays including Christmas Eve/ Day and New Years Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.