

Providence Row Housing Association

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| ROLE TITLE | Recovery Worker |
| DEPARTMENT | Heather Lodge & Glaucus St Client Services |
| RESPONSIBLE TO | Team Leader |
| RESPONSIBLE FOR | Residents at Heather lodge & Glaucus Street |
| PROJECT AIMS AND OBJECTIVES | Heather Lodge and Glaucus Street is a recovery hub providing accommodation and support to those with primarily mental health issues and with substance dependency needs. Within a Psychologically Informed Environment residents are supported using the Recovery Model to stabilise their mental health , establish networks of support, manage their health and welfare, and devise coping strategies to enable them to move to independent or lower support accommodation |
| ROLE PURPOSE To participate in the delivery of good quality services to hostel residents which meets PRHA service standards, aims and objectives and performance targets | |
| Main areas of responsibility | |
| <ol style="list-style-type: none"> 1. To work with other members of the staff team to create a safe and welcoming environment within the framework of a ' Psychologically Informed Environment' 2. To participate in the Heather Lodge rota, including sleep-ins 3. Together with the Senior Support staff, interview new referrals and book in after establishing that the project can meet their needs. 4. To engage and build supportive trusting relationships with service users, many with dual diagnosis/ complex needs, motivating and empowering them to recover and improve their lives. 5. Together with the Senior Support staff, create and regularly update risk assessments and multi agency risk management plans. 6. Together with the Senior Support staff, undertake needs assessments, identifying skills and abilities, then develop and regularly review holistic user led support plans using the outcomes star to track progress. 7. Together with the Senior Support Workers, carry out assessments of drug/ alcohol usage with key clients and deliver brief interventions outlining risks, encouraging use of drink diaries, harm minimisation options and referral to specialist agencies. 8. To deliver high quality support to a caseload of key clients, including support to access health, benefits, training, other activities and services. 9. To offer practical assistance with life skills, activities and appointments to clients enabling them to use their allocated personalised hours | |

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10. Together with the Senior Support staff, initiate and support group activities, e.g. breakfast club, resident meetings.
11. Together with the Senior Support Workers, develop links and effectively liaise with a wide range of internal and external partners, including statutory and voluntary organisations (especially substance misuse agencies), participating in multiagency case conferences to plan support, minimise harm, manage risk and move on.
12. To appropriately anticipate, respond, report and record incidents, antisocial and challenging behaviour and matters of concern.
13. To share all relevant information (verbally and in writing) within the context of data protection and the confidentiality policy.
14. To work collaboratively as a team member, participating positively in team meetings, training, reflective practice sessions and away days, contributing to service improvement and consistent high quality service delivery.
15. Together with the Senior Support staff, actively promote and support service user involvement in the design, development and delivery of the service and encourage peer support and involvement across PRHA and the wider community.
16. To ensure that all Health and Safety policies and procedures are followed including room and building checks.
17. Together with the Senior Support staff, monitor vulnerable residents & support personal care where the service user is at risk.
18. Together with the Senior Support staff, monitor and assist residents with managing their medication, strictly adhering to PRHA's Medication policy. To report concerns regarding non compliance or combining medication with alcohol or other substances.
19. To support residents with money management, following PRHA's Finance policies and procedures.
20. To ensure residents are safeguarded from abuse and promptly report safeguarding concerns through the line management structure.
21. To use IT systems accurately to communicate, record and update support plans, incident reports and other records on PRHA's database.
22. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations.
23. To practically implement Equal Opportunities in your daily work, ensuring that services users' diversity and cultural needs are respected, and discrimination or harassment is challenged.
24. To maintain the highest standards of personal and professional integrity in line

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with PRHA's code of conduct.

25. Carry out other duties as may be reasonably required.

Person Specification

1. To have the desire to acquire the knowledge, empathy, and understanding in order to work creatively and engage people whose mental Health/alcohol/drug misuse/ complex trauma has had significant effect on their physical and mental health, social and coping skills .
2. To accept coaching/training to develop the skills to assess needs and risks (within a framework of positive risk taking).
3. Ability to develop professional relationships with external and internal partners.
4. Ability to implement the guidance in responding to challenging behaviour in a safe way.
5. Commitment to engage with service user involvement, equality, diversity and service improvement.
6. A willingness to learn and implement the principals of delivering support within a Psychologically Informed Environment (PIE) and commitment to working within this model
7. A willingness to learn and implement the practical application of current adult safeguarding requirements.
8. A willingness to learn and implement of the requirement of Health and Safety in a hostel setting, including dealing with emergencies and working alone.
9. A good listener and communicator at all levels, including people with communication difficulties
10. An ability to both work within a team and use initiative to problem solve.
11. Willingness and ability to support personal care where the service user is at risk.
12. Commitment and ability to implement policies and procedures.