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|----------------------------------------------------|--------------------------------|
| <b>Job Title</b>                                   | Recovery Worker                |
| <b>Function</b>                                    | Service Delivery               |
| <b>Department/Team</b>                             |                                |
| <b>Reports to</b>                                  | Line Manager                   |
| <b>Direct Reports</b>                              | None                           |
| <b>Dimensions (budget, people span of control)</b> | Not applicable                 |
| <b>DBS Check Level Required</b>                    | Site specific                  |
| <b>Grade/Job Evaluation Level</b>                  | Core                           |
| <b>Salary Banding</b>                              | £25,877.80 - £30,868 per annum |
| <b>Created/Reviewed date</b>                       |                                |

### You will be working for

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support. We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

### Purpose of the Role

- To support the people using our services to achieve their life goals
- To work with individuals to develop practical and emotional life skills to promote independence
- To contribute to the safe and effective day-to-day running of services.

- To work collaboratively as part of a team towards agreed service/contract lengths and in line with organisational values

## **Key Accountabilities**

### **Assist people using our services to:**

- Manage and improve their own physical and mental well-being
- Support the development of independent living skills, including budgeting, community engagement and access to services.
- Encourage choice, control and active participation in decision-making.

### **Ensure the safe running of the service:**

- Assess the wellbeing and welfare of people we support on an ongoing basis
- Maintain professional boundaries and act in line with the Code of Conduct
- Keep our service compliant with legal regulations
- Maintain accurate, timely and confidential records in line with GDPR and organisational policies

### **Keyword:**

- Oversee your own caseload of key clients
- Work with individuals to develop agreed, meaningful and achievable person-centered plans with positive outcomes that meet the individual's aspirations
- Promote physical, mental and emotional wellbeing
- Ensure positive risk assessments are created and implemented in line with our policies and procedures
- Signpost people we support, to other services for additional support

### **Manage your own workload:**

- Plan and carry out your core areas of responsibility
- Complete accurate and timely computerized records via our database
- Liaise with external agencies - such as community mental health teams, multi-disciplinary teams and carers - building relationships and projecting a positive image of the service
- Effectively monitoring and managing your own wellbeing through debriefing and discussions with your manager and colleagues
- Keep up to date with organisational developments
- Contribute positively to team working, handovers and service delivery

This job description is non exhaustive, and we reserve the right to amend and review as appropriate, in line with service or organisational requirements.

### **General Accountabilities**

- Undertake continual professional development including participating in supervision, performance appraisals and attending training as/when required.
- Model our organisational values that sets the tone for staff across the organisation.
- Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose.
- Seek opportunities to develop, learn and continuously improve so that we can develop high quality services.
- Work in accordance with all relevant legislation, policies, procedures and guidelines including safeguarding.
- Keep abreast of latest developments and good practice in own professional areas.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.

## Values and Competencies

| Our Values                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• <b>Kindness</b> - Be generous, caring and compassionate</li> <li>• <b>Courage</b> - Be bold, trust, commit</li> <li>• <b>Respect</b> - Everyone deserves dignity</li> </ul> |

## Person Specification

| Qualifications                                                                               | Essential or Desirable |
|----------------------------------------------------------------------------------------------|------------------------|
| Level 2 or Level 3 qualification in Health & Social Care, or equivalent                      | <b>D</b>               |
| Qualification or accredited training in Mental Health, Substance Misuse, or Recovery Support | <b>D</b>               |

| Skills                                                             | Essential or Desirable |
|--------------------------------------------------------------------|------------------------|
| Ability to communicate effectively at all levels                   | <b>E</b>               |
| Ability to respond compassionately to sensitive and complex issues | <b>E</b>               |
| Able to motivate, support and advocate for people using services   | <b>E</b>               |
| Able to work effectively unsupervised and as part of a team        | <b>E</b>               |
| Able to keep good and accurate records                             | <b>E</b>               |

|                                                                                                                              |          |
|------------------------------------------------------------------------------------------------------------------------------|----------|
| Ability to plan, prioritise workload and work under pressure                                                                 | <b>E</b> |
| Good interpersonal and listening skills                                                                                      | <b>E</b> |
| Able to demonstrate a commitment to self-development & training                                                              | <b>E</b> |
| Able to demonstrate personal & professional integrity                                                                        | <b>E</b> |
| Good IT skills, including in Word, the use of databases and email                                                            | <b>E</b> |
| Able to work flexibly to meet the needs of the Service and people using services                                             | <b>E</b> |
| Able to participate in a 7-day week shift rota, undertake on call duties and stay away from home at night (service specific) | <b>E</b> |

| <b>Experience</b>                                                        | <b>Essential or Desirable</b> |
|--------------------------------------------------------------------------|-------------------------------|
| Experience of working with vulnerable people or those with complex needs | <b>D</b>                      |
| Experience of promoting equality, diversity and inclusion                | <b>D</b>                      |
| Experience of supporting people towards greater independence             | <b>D</b>                      |