

Basildon Mind Job Description

- Job Title:** Mental Health Recovery Worker
- Salary:** £22,549 per annum
- Hours:** 37.5 hours per week (up to 1 year fixed term contract)
(a range of shift patterns available to cover service provision over 7am-12am Monday to Sunday)
- Annual Leave:** 25 days including Bank Holidays
- Line Management:** Admission Prevention & Early Discharge Manager
- Accountable to:** Chief Executive Officer
Board of Trustees
- Experience:** Experience of working with people who have mental health difficulties and their families.

Summary:

In Mid and South Essex the demands on the Mental Health Services have significantly increased. The role of the Recovery Worker will be to support the Community Mental Health Teams (CMHTs) and the Mental Health Liaison Nurse in the Accident and Emergency Department to meet the additional demands.

Job Purpose:

To work alongside Essex Partnership University NHS Foundation Trust (EPUT) colleagues based in the CMHT and Basildon University Hospital Accident and Emergency to support service users so that they can be discharged and manage their mental health and wellbeing in the community.

To support service users to develop wellbeing and safety plans, identify and overcome their fears within a support worker relationship of empathy and trust.

To promote choice, self-determination and opportunities for service users to fulfil their goals and gain greater self-management of their health and wellbeing.

Main Duties and Responsibilities

- To provide a listening ear service.
- To have wellbeing conversations with service users where they can express 'what matters to me'.
- To collaboratively develop wellbeing and safety plans.
- To share ideas about ways of achieving recovery goals, drawing on a range of coping, self-help and self-management techniques.
- To provide information, and practical and emotional support to service users based on their recovery goals.
- To ensure that consent to intervention is sought in a manner that is meaningful to the

service user.

- To communicate with people in a manner that is consistent with their level of understanding, culture and background.
- To accompany service users to appointments/meetings/activities aligned to their recovery goals.
- To help people develop self-management strategies and to make the best use of the local resources around them, signposting or making referrals as required.
- To deliver approaches which engage with service users in a boundaried manner, to enable individuals to access an appropriate range of support.
- To support service users to maintain or regain a sense of agency and autonomy.
- To ensure all relevant information about service user's support that gives cause for concern regarding practice or workload are shared with the Manager.
- To maintain accurate electronic case records.
- To follow Basildon Mind's Lone Working Policy for outreach activities.
- To review service user outcomes.
- To keep up to date with best practice and contribute to the continuous improvement of the service.
- To be able to manage own time and workload effectively, to maintain own wellbeing.
- To communicate effectively with multi-disciplinary team (MDT) members ensuring that relevant information is passed on to the team, especially regarding risk.
- To encourage service user and carer involvement and contribute to service development discussions.
- To assist in maintaining cleanliness, tidiness, safety and security of the environment.
- To present a positive image of Basildon Mind
- To work effectively within the team and as part of the whole organisation.
- Perform all other duties as may reasonably be expected of your operational line manager.

Standard Clauses

- To work in accordance with Basildon Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.

- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies.
- Actively support and promote Basildon Mind's fundraising activities as part of day to day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Equal Opportunities: The post comes under the terms of Mind's Equal Opportunities Policy.

Basildon Mind
Person Specification
Mental Health Recovery Worker

	Essential	Desirable
Qualification	Good general education	Level 3 in Health and Social Care or equivalent qualification or experience/ lived experience
Experience	<p>Developed plans for managing recovery and maintaining wellbeing (this could be your own).</p> <p>Experience of working with people who have mental health difficulties and their families.</p> <p>Experience of actively supporting people to identify and work towards achieving personal goals in a related social care or health setting (paid or unpaid).</p>	<p>Own personal experience of accessing mental health services.</p> <p>Willingness and ability to positively share your own life experiences with service users and carers.</p>
Knowledge of	<p>Understanding of mental health issues and the impact of social factors.</p> <p>The principles of recovery and commitment to work in a way that identifies people's needs and strengths and enhances hope, optimism and respect during the recovery process.</p> <p>Knowledge of organisations within the area of operation, that could provide additional support to service users.</p>	Safeguarding principles.
Skills & Competencies	<p>Effective listening skills.</p> <p>Ability to communicate effectively and clearly with people of all levels both verbally and in writing.</p> <p>Ability to be non-judgemental and demonstrate empathy, compassion and patience.</p>	
	An ability to act calmly and to	

	<p>respond in a professional manner to distress, disturbance and unpredictability.</p> <p>Ability and resilience to work honestly and sensitively with people who are distressed.</p> <p>Effective administrative, organisational and problem-solving skills.</p> <p>IT skills using a range of current and relevant packages and able to communicate via digital means i.e. telephone, email, zoom, MS Teams.</p> <p>Ability to work effectively in collaboration and partnership both within and outside the organisation.</p> <p>Ability to reflect on practice and feedback from colleagues, utilising this for learning and personal development.</p>	
<p>Other Requirements</p>	<p><u>Must have</u> use of own vehicle for business purposes, and willingness/ability to travel within Mid and South Essex, as required by the service.</p> <p>Flexible working to meet the needs of the service.</p> <p>Enthusiastic and motivational, with a strong 'can do' attitude.</p> <p>Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others.</p>	

<p>Job Holder</p>	<p>Signature</p>
	<p>Date</p>
<p>Manager</p>	<p>Signature</p>
	<p>Date</p>