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# Recovery Worker - Newham Together Cafe

# Job Description and Person Specification

# Job Title: Recovery Worker – Newham Together Cafe

**Salary:** £26,268.00 per annum, pro rata for Part time hours

**Hours:** The hours cover 2pm to 9.30pm seven days a week.

**Responsible to:** Team Leader

**Location:** Newham

**Contract:** Permanent

**Closing Date:** 5pm, 5th August 2024

**Interviews:** Week beginning 5th – 9th August 2024

**Job description**

This role is within our crisis alternative service, which is an out of hours service providing a safe and welcoming space for people who are feeling distressed and experiencing crisis. The service will operate 365 days a year from 2pm to 9.30pm in Stratford Newham.

**Main Purpose**

Staff within the service will provide person-centred, practical and emotional support, face to face or via telephone on a one-to-one or group basis to individuals experiencing mental health crisis. The objectives of the service include:

• To improve the mental wellbeing of people experiencing mental health crisis in Newham.

• To provide support to clients accessing the service- for instance: signposting, de-escalation, planned wellbeing groups and interventions etc.

• To contribute to an improvement in individual mental wellbeing.

• To remain a source of independent support for all clients.

• To treat service users with respect, dignity and personalised support

• To raise awareness of mental health services available with the goal to improve long term mental health and reduce social isolation

• To increase self-management skills of those accessing the service

• To reduce the use of police, ambulance and statutory mental health services whilst experiencing crisis.

• To reduce the use of statutory crisis services by people experiencing mental ill health without positive outcomes for the individual.

We are looking for part time and full time workers, the shift pattern is as follows:

Monday- Sunday (including bank holidays) 2-9pm or 2.30 to 9.30. There is a possibility of a later start time during the week, but not at weekends.

**Adopting our Organisational Culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes. Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Main Duties and Responsibilities**

* To provide emotional support, crisis de-escalation and wellbeing interventions to service users.
* Create a welcoming, calm and warm environment for service users.
* Empowering service users to engage effectively in their liaisons with professionals within the community such as community mental health teams, social work teams, housing providers, health professionals, Job Centre Plus etc. Through personalised signposting and referrals.
* Working collaboratively with service users to understand their needs and developing flexible and realistic crisis support packages/person centred plans.
* Work flexibly and proactively as part of a team to ensure service coverage and that contractual obligations are met.
* Develop co-produced group interventions, peer support networks and other community-based approaches to empowering service users to achieve their goals and aspirations and to encourage service users to access these opportunities.
* Actively monitor the health, wellbeing, safety and security of the service and its users ensuring all concerns are followed up promptly and in line with procedures.

* Participate in the core work of the service, providing support to colleagues, carrying out tasks allocated by the service manager and using initiative to identify and deal with additional tasks as they arise.
* Ensure that administration is done in good time; that detailed, concise and accurate records are created contemporaneously, and that confidentiality is appropriately maintained.
* Assist the manager to manage health and safety, repairs and maintenance of the premises.
* Ensure referrals, assessments and service reviews are effective and timely.

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and Values, Equality, Diversity and Inclusive principles and all organisational policies.
* Commitment to personal development and attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.

**This job description is not exhaustive and is subject to review in consultation with the post holder and according to future changes/developments within the organisation.**

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**Recovery Worker - Newham Together Cafe**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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|  |  | **Essential/**  **Desirable** |
| **Knowledge** | | |
|  | Knowledge of issues affecting those individuals with a range of mental health conditions including crisis management, how to communicate effectively with these individuals and how to support them with dignity and respect. | E |
|  | Knowledge of relevant Mental Health legislation i.e. Care Program Approach (CPA) processes (desirable). | D |
|  | Knowledge and understanding of safeguarding issues and ability to address them appropriately. | E |
| **Skills/Ability** | | |
|  | Understanding of the principles of recovery as an ethos and a range of recovery approaches. | D |
|  | Ability to deal with stressful and difficult situations in a calm manner and de-escalate challenging situations | E |
|  | Empathetic and non-judgemental approach | E |
|  | Understanding of the principles of trauma informed care | E |
|  | Ability to work as part of a team, on own initiative and to oversee induction of new peer staff and volunteers. | E |
|  | Ability to work with statutory services i.e. NHS at the front line | E |
|  | Awareness of health and safety issues. | E |
|  | Ability to work Monday to Sunday 2 -9/9.30pm including working bank holidays. | E |
|  | Good IT skills that including a working knowledge of functions in MS Word, Outlook and the internet. | E |
|  | Good literacy and numeracy skills, able to produce clear written correspondence in hard copy or email. | E |
| **Experience** | | |
|  | Demonstrable experience of working with individuals who have experienced mental health and/or dual diagnosis issues. | E |
|  | Experience of managing challenging behaviour and dealing with clients with complex needs | E |
|  | Experience of managing safeguarding risks | E |
| **Personal** **Characteristics** | | |
|  | A strong commitment to Mind in Tower Hamlets, Newham and Redbridge’s aims and objectives | E |
|  | Able to work on own initiative and as a member of the team | E |
|  | Professional and consistent approach to work and maintenance of standards | E |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Able to perform under pressure | E |
|  | Open to new ideas and change | E |
|  | Strong negotiator and influencer | E |
|  | Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices. | E |