## TOUCHSTONE

**JOB DESCRIPTION**

**COMMUNITY REHABILITATION ENHANCED SUPPORT TEAM**

**RECOVERY WORKERS; COMPLEX EMOTIONAL NEEDS PATHWAY**

Grade: NJC Scale Points 7 – 11, starting at £24,294 pa/pro rata

Hours: 37 hours per week

Responsible to: (Operationally) Peer Support and Recovery Coordinator at Touchstone

(Clinically) Clinical Operations Manager lead at Leeds and York Partnership Foundation Trust (LYPFT)

Employing body: Board of Touchstone Leeds

Locations: Leeds but working across West Yorkshire (inclusive of Calderdale, Kirklees, Bradford and Wakefield)

**Daytime role with some flexible and weekend working required.**

**This role is fixed term up to March 2026, with the possibility of an extension.**

# PURPOSE OF THE JOB

The Community Rehabilitation Enhanced Support Team (CREST) is a unique community mental health service providing intensive and flexible wrap around support for individuals across West Yorkshire (Leeds, Kirklees, Calderdale, Wakefield, & Bradford). Many service users have experienced long lengths of stay in locked hospital placements and are disconnected from their community. We work with service users and their family and carers prior to discharge, supporting them into step down provision and beyond. The service works across two pathways, supporting people with Serious Mental Illness, and Complex Emotional Needs.

Our aim is to empower individuals so they can define, build, and live meaningful, independent, and satisfying lives closer to their community. The Recovery Workers will provide emotional and practical support to service users within the Complex Emotional Needs pathway. We welcome applications from people with lived experience of Complex Emotional Needs, however, this is not a requirement.

### ROLE DESCRIPTION

The post holder will:

* Have experience of working with service users experiencing complex emotional needs with a variety of social and health support needs.
* Have a strengths-based and recovery focused approach when working with service users.
* Build safe, trusting relationships with service users and their carers; understanding the importance of empowering them.
* Will understand the possible barriers in building a good, effective, professional, empathic relationship with service users, and be aware of strategies to help overcome them.
* Empower individuals to identify their own achievable and meaningful recovery goals and collaboratively set recovery objectives in line with the Complex Emotional Needs pathway and supervision of senior team members
* Work as part of a multi-disciplinary team to deliver a high standard of support to our service users.
* Use their own initiative to meet the needs of service users and service.
* Work within the Recovery principles.
* Identify barriers and gaps in services, state how they could be improved and identify good practice.
* Identify and attend appropriate training and development opportunities as required.
* Work in partnership with the Peer Support and Recovery Coordinator to access personal support in order to improve own self-confidence to do the job and manage personal wellbeing.

**KEY RESPONSIBILITIES**

1. Provide emotional, practical support, and advice to enable service users to improve their quality of life, develop their skills and make decisions about their future in line with the prescribed care plan.
2. To maintain good communication and links with LYPFT (Leeds and York Partnership foundation Trust.
3. To develop and maintain positive and professional relationships with service users, and volunteers.
4. Participate in the engagement and observation of service users, monitoring progress and mental health, under indirect supervision from Mental Health Practitioners and other registered professionals in the team.
5. Encourage and motivate service users to engage with staff and other agencies and engage in meaningful activity, accompanying them to external appointments where appropriate.
6. To support the Mental Health Practitioners in delivering identified components of the prescribed care plan.
7. To respond appropriately to all service user needs to safeguard the wellbeing of all service users and staff.
8. To maintain accurate records of work undertaken by yourself and any other records as required by the Peer Support and Recovery Coordinator.
9. To attend and participate in team meetings and other related team and organisational events.
10. To liaise with external agencies as required such as tier 2 inpatient rehabilitation, providers and support services.
11. To work to actively combat mental health inequalities

# TOUCHSTONE GENERAL

1. To provide information and advice about Touchstone’s services to managers, teams, and other people/agencies with an interest in the organisation's work.
2. To undertake out of hours work as required by the service.
3. To be inducted, supervised, performance managed and appraised in line with the organisation’s performance management policies and procedures.
4. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
5. To be aware of and implement the general practices of Touchstone’s Health, Safety and Security policies and keep Managers informed about any serious and untoward incidents, safeguarding issues, health & safety concerns, financial issues, staff welfare.
6. To operate within the aims, policies and practices of Touchstone at all times and to be committed to and promote the organisation’s equal opportunities and anti-discriminatory policies.
7. To ensure information is dealt with in accordance with Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
8. To undertake any other duties as directed by the Manager, in line with the responsibilities of this post.

# LYPFT GENERAL

1. To attend a full induction programme consisting of development and wellbeing planning, goal setting and shadowing.
2. To be responsible for personal learning and development and undertake appropriate training, both mandatory and optional to increase knowledge, skills and awareness, inc. role specific LYPFT Support Work Training
3. To visit relevant external agencies who work with LYPFT.
4. To attend regular support sessions, reflective practice, supervision and performance reviews with the Peer Support and Recovery Coordinator, in line with the organisations performance management policies and procedures.
5. To work at all times as part of a team. This includes working with other staff, attending team and staff meetings and developing a solution-focused approach to all aspects of the organisation’s work.
6. To be aware of and employ the general practices of LYPFT regarding safeguarding, and health and safety policies and ensure these are adhered to at all times.
7. To operate within the aims, policies and practices of LYPFT at all times and to be committed to and promote the organisations equal opportunities and anti-discriminatory policies and to promote this with staff.
8. To ensure information is dealt with in accordance with LYPFT policies around confidentiality, communications, internet, e-mail and telecommunications, and steps are taken to ensure that confidential information is secure e.g. service user data.
9. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
10. To keep the Peer Support and Recovery Coordinator informed about any serious and untoward incidents, safeguarding, health and safety, and/or financial issues.
11. To undertake any other duties as directed by the Peer Support and Recovery Coordinator in line with the responsibilities of the post.

September 2024