TOUCHSTONE



**JOB DESCRIPTION**

**SENIOR RECOVERY WORKER**

**Community Rehabilitation Enhanced Support Team (CREST)**

Grade and hours: 37 hours per week – 7.5 hours NJC Scale Points 12 – 13, starting at £27,711 pa/pro rata

29.5 hours NJC Scale points 07 – 11, starting at £ £25,584 pa/pro rata

Responsible to: Touchstone Peer Support and Recovery Co-ordinator

Location: The Newsam Centres, Leeds

Employing Body: Touchstone-Board of Trustees

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

**It will be necessary to work flexible hours including occasional evenings and weekends.**

**BACKGROUND**

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

# PURPOSE OF THE ROLE

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To assist the CREST Peer Support and Recovery Co-Ordinator to provide effective team leadership and management of the service.

To support the CREST Peer Support and Recovery Co-ordinator to ensure that all organisational, service and other specific systems, policies and procedures are understood, adhered to and periodically reviewed by the team.

To deputise for the CREST Peer Support and Recovery Co-ordinator in their absence.

To actively promote and implement co-production with patients, carers, staff, funders and partners.

Oversee the Peer Support Workers (PSWs) and Recovery workers (RW’s) embedded within the Complex Emotional Needs and Serious Mental Illness Pathways.

**Key Responsibilities**

1. Work days per week to provide recovery support for service users within the complex emotional need’s and serious mental illness pathways.
2. Provide supervision and appraisals to staff to ensure an effective and sensitive delivery of a quality service.
3. Support the facilitation of appropriate training and development activities for staff
4. Monitor the quality of the service in conjunction with the Peer Support and Recovery Co-Ordinator
5. Support the manager in ensuring that resources are targeted effectively and budgets are adhered to.
6. To deputise for the CREST Peer Support and Recovery Co-Ordinator at relevant meetings and forums.
7. Promote positive partnerships and collaborative working.
8. Communicate in an effective manner with all service users and carers; using additional services where required, e.g. translation services, communication aids, visual aids
9. Be aware of the limitations of own role and utilise senior and clinical support.
10. Engage and support service users who are in crisis, adopting strength based approaches, co-production, and social inclusion.
11. Ask questions and offer constructive challenge where appropriate.
12. Actively promote anti-discriminatory practice and equality of opportunities in dealing with colleagues, patients, carers and others, being mindful of protected characteristics including race, faith, age, gender, sexual orientation and physical disability.
13. Take all reasonable precautions to ensure the health and safety of service users and self, understanding and following risk assessments as instructed.
14. Maintain Safeguarding procedures and make appropriate interventions.
15. Provide advice, support and information to service users, other professionals and carers.
16. Adhere to all Touchstone and Trust policies including the reporting of incidents, complaints procedure and information governance.
17. Demonstrate excellent prioritisation and delegation skills.
18. Possess IT literacy skills and the ability to work on electronic care records
19. Promote the physical health of patients by signposting towards advice on medication, diet, nutrition, exercise, sensible drinking and smoking cessation.
20. Act as a positive role model, providing leadership and support to others.
21. Ensure that support workers maintain comprehensive electronic records in a timely manner.
22. Use own initiative to meet the needs of patients and service.

**GENERAL**

1. Undertake out of hours and occasional weekend work as required.
2. Be inducted, supervised, performance managed and appraised in line with Touchstone’s performance management policies and procedures
3. Be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
4. Provide monitoring information and reports as part of funding and organisational requirements and for the Board of Trustees as requested by Touchstone management.
5. Be responsible for promoting the work and services of Touchstone to the public, potential service users, referrers and funders.
6. Implement Touchstone’s policies, procedures and practices and to comply with the aims of Touchstone at all times; to be committed to and implement Touchstone’s Equal Opportunities and Anti-Discriminatory Policies and to promote this with staff.
7. Be aware of and employ the general practices of Touchstone’s Safeguarding and Health and Safety policies and ensure these are adhered to at all times.
8. Participate in team meetings and other meetings as required.
9. 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.
10. Ensure that you and staff/volunteers you are responsible for process data in accordance with data protection and General Data Protection Regulations (GDPR).
11. Represent Touchstone in a knowledgeable and professional manner at all times.
12. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
13. Adhere to the Lone Working policy as appropriate.
14. Undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post.

**October 2024**