Date as Postmarked

Reference: 9814

**Support Time & Recovery (STR) Worker**
Birmingham Hub & Spoke Mental Health Recovery services

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Please note the following:**

Once you have submitted or posted your application form allow 10 working days after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Unsuccessful candidates may only reapply after six months from their last application.

Please return the completed application form to Creative Support in the enclosed Freepost envelope or to Recruitment, 5th Floor, Head Office, 35 Dale Street, Manchester, M1 2HF.

Due to our charitable organisational status all application forms submitted without use of the Freepost envelope must be done so using the correct postage amount. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

**Closing Date : 08 March 2015**

Yours Faithfully

Recruitment Department

Encs: Application Form  
Philosophy Statement  
Additional Information

*All employees are subject to DBS checks*

Finalised: 09 February 2015  
Finalised by: O.Toop
JOB DESCRIPTION – STR WORKER
Birmingham Hub & Spoke Mental Health Recovery services

Responsible to: Hub & Spoke Recovery Services Manager

The Role:
To provide; person-centred, recovery focused support to people with mental health needs. This requires a flexible, anti-discriminatory approach whereupon the rights and entitlements of service users are respected at all times.

To work with members to develop individual recovery plans and coordinate a package of support which will enhance their quality of life and provide opportunities for personal development, access to universal services and social inclusion within the wider community. To engage with members to build trusting, therapeutic relationships and use a psychologically minded approach whilst maintaining professional boundaries and working within the Recovery Model to encourage positive mental health and coping skills.

To promote mental health and well-being in the local community by working closely with other professionals and agencies to provide a co-ordinated service that meets the needs of the individual members. The ability to travel across Birmingham is essential as your role will include working with members in a variety of different community based settings such as the Hub Recovery Centres, satellite ‘spoke’ settings and community settings such as leisure facilities.

You will provide Support, give Time to members in both group and individual settings, thus promoting their Recovery and maintaining them in a community environment. This will involve working across boundaries of care, organisation and role, which is co-ordinated through the Care Programme Approach (CPA) / Care Management Process.

Main Duties

1. To develop warm and trusting relationships with members to encourage them to express their needs, views and concerns.

2. To develop rapport based on empathy, understanding and open communication but within appropriate professional boundaries.

3. To respect the service user’s right to privacy and to ensure that their dignity is maintained at all times.

4. To be flexible and responsive to the needs of members as directed by their Individual Support Plans.

5. To promote the service user’s self esteem and enable them to express their preferences and make choices and decisions.

6. To enhance the confidence and coping abilities of members through encouragement and positive feedback. To enable members to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.
7. To advise, encourage and support members so as to maximise their self-care and independent living skills.

8. To support members in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

9. To support members in meeting their cultural and spiritual needs and in expressing their personal identity.

10. To encourage service user’s to identify their strengths and interests and to support members in accessing social, leisure, education and work activities. To promote the personal development of members through developing support plans which outline goals and aspirations for the future.

11. To enable members to participate in their local communities and to enjoy the rights and responsibilities of citizenship.

12. To encourage members to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services. To promote a healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction and weight management.

13. To assist in monitoring members’ mental health and general well-being and to inform the Recovery services Manager, the CPN/Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Recovery services Manager/On Call Manager and other relevant statutory agencies in line with Safeguarding procedures.

14. To key work a caseload of service users, develop and review recovery focused support plans. To assist in the assessment of needs and risk.

17. To advise and support members in respect of drug and alcohol use. To support members who wish to reduce or stop using non prescribed drugs and alcohol and work within the principles of harm minimisation.

18. To work within agreed risk management guidelines and to assist members in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff and relevant agencies.

19. To maintain a high standard of customer care and to encourage feedback from members and other agencies. To promptly report and document all complaints, suggestions and feedback.

20. To follow Health and Safety guidelines carefully and to alert the Recovery services Manager immediately of any concerns in relation to Health and Safety issues.
21. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of members, their general progress, any concerns and any communication or liaison with other agencies.

22. To ensure that all financial transactions relating to the members are promptly and accurately recorded within the agreed guidelines.

23. To contribute to members’ reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings. To work within the framework of the CPA and to liaise with the Care Co-ordinator and other professionals on a regular basis.

24. To fulfil the role of STR Worker as required, under the direction of a senior member of staff.

Other

25. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.

26. To provide regular verbal and written reports to your Line Manager.

27. To accept regular support and supervision from your Line Manager.

28. To carry out all work in a manner consistent with the aims of the service and the service principles adopted by Creative Support.

29. To comply with Creative Support’s Equal Opportunities Policy.

30. To maintain confidentiality at all times, in accordance with the agreed policy.

31. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.

32. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

33. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support members with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

34. Any other reasonable duties as required.
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<tr>
<th>QUALITIES REQUIRED</th>
<th>How Assessed</th>
<th>Essential or Desirable?</th>
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<tbody>
<tr>
<td>1 Good verbal communication skills and ability to listen sensitively to others</td>
<td>Interview</td>
<td>Essential</td>
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<tr>
<td>2 Good written communication skills, with an ability to contribute to a record</td>
<td>Application Form</td>
<td>Essential</td>
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<tr>
<td>keeping system</td>
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<tr>
<td>3 Good interpersonal skills</td>
<td>Interview</td>
<td>Essential</td>
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<td>4 Ability to work as part of a team</td>
<td>Interview</td>
<td>Essential</td>
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<tr>
<td>5 A good understanding of mental health needs and the recovery model</td>
<td>Application &amp; Interview</td>
<td>Essential</td>
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<td>6 Ability to provide sympathetic, emotional and practical support to members</td>
<td>Application &amp; Interview</td>
<td>Essential</td>
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<td>7 A common sense approach to problem solving and an ability to deal with conflict</td>
<td>Application &amp; Interview</td>
<td>Essential</td>
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<td>and distress</td>
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<td>8 Ability to work without direct supervision with members</td>
<td>Application &amp; Interview</td>
<td>Essential</td>
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<td>9 Ability to liaise in a professional manner with other agencies</td>
<td>Interview</td>
<td>Essential</td>
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<td>10 An understanding of the aims and principles of Creative Support</td>
<td>Interview</td>
<td>Essential</td>
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<td>11 Understanding of Equal Opportunities Policies adopted by Creative Support</td>
<td>Interview</td>
<td>Essential</td>
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<tr>
<td>12 Experience of providing care, support or other services to adults with</td>
<td>Application &amp; Interview</td>
<td>Desirable</td>
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<td>support needs</td>
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<td>13 Experience of working with people with mental health needs</td>
<td>Application Form</td>
<td>Desirable</td>
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<tr>
<td>14 Experience of working with and relating to people from a wide variety of</td>
<td>Application &amp; Interview</td>
<td>Essential</td>
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<td>backgrounds</td>
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<td>15 Willingness to work flexible hours including unsocial hours according to needs</td>
<td>Interview</td>
<td>Essential</td>
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<td>of members</td>
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<td>16 Willingness to attend training courses and events</td>
<td>Interview</td>
<td>Essential</td>
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<td>17 Willing to participate in regular supervision with line manager</td>
<td>Interview</td>
<td>Essential</td>
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<tr>
<td>18 To have a clean driving license and access to a car</td>
<td>Application Form</td>
<td>Desirable</td>
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TERMS AND CONDITIONS – STR WORKER
Birmingham Recovery Hub & Spoke Mental Health Recovery services

Pay Structure
Up to £13,904 per annum depending on experience and qualifications

Point 1: £13,299 per annum (£6.82ph) – less than one years experience in mental health and no NVQ / Diploma in Health & Social Care qualification.

Point 2: £13,592 per annum (£6.97ph) – 2 years experience in mental health and / or NVQ2 / Diploma in Health & Social Care qualification.

Point 3: £13,904 per annum (£7.13ph) - 3 years experience in mental health and / or NVQ2 / Diploma in Health & Social Care qualification.

Bank Holidays
An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Health & Social Care Diploma
All employees commencing employment will be required to undertake and complete the Health & Social Care Diploma as a condition of their employment (If you hold NVQ 2 care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications).

Hours of Work
Full time hours equivalent is 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service. Part time hours to be agreed subject to a minimum of 15 hours per week.

Disclosure Checks
All appointments will be subject to DBS enhanced disclosure, ISA and POCA checks.

Probationary Period
The first six months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays
20 weeks plus 8 statutory days pro rata.

Part Time Work
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 16 hours per week.

Sickness Policy
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee
Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support does not pay for the first three days of any sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

**Pension**
Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

**Life Assurance**
All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to four times annual salary. The policy is provided by Norwich Union.

**Discretionary Benefits**
Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

**Employee Counselling Service**
All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

**Hospital Saturday Fund**
All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

**Staff Benefits Scheme**
As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.