

**Creative Support Ltd, Head Office**

Wellington House  
131 Wellington Road  
Stockport  
SK1 3TS

Tel: 0161 236 0829  
Fax: 0161 237 5126  
recruitment@creativesupport.co.uk  
www.creativesupport.co.uk

## Relief Recovery Support Worker

**Reference: 83543**

**Leicester and Leicestershire Mental Health 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.

**Closing Date: 19 August 2025**

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

**Recruitment Department**

**All employees are subject to enhanced DBS checks.**

**INVESTORS IN PEOPLE®**  
We invest in people Gold



**Stonewall DIVERSITY CHAMPION**



|                |  |                  |  |              |   |
|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 1 |
|                |  |                  |  |              |   |

## **JOB DESCRIPTION – RELIEF RECOVERY SUPPORT WORKER**

### **Leicester and Leicestershire Mental Health Services**

**Responsible to:** Senior Recovery Worker, Project Manager, and Service Manager

#### **The Role:**

To provide pro-active recovery based support to people with mental health needs and to promote their quality of life and personal development. You will engage with service users and build trusting therapeutic relationships which are rooted in unconditional positive regard and a strong understanding of the dilemmas and challenges faced by individuals with mental health needs.

Your role will include delivering care and support within a supported living environment or in other settings as part of a structured approach to individual's recovery. The role requires that staff work closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals.

#### **Main Duties**

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To develop rapport based on compassion and friendship but within appropriate professional boundaries, which can support individuals through their journey of recovery.
3. To work with individuals to identified goals through self-assessment and use of the recovery circle/ star. To engage with the recovery process and develop professional working relationships that draw on essential themes of hope, trust and connectedness. To utilise Recovery Circles as part of identifying goals, aspirations and outcomes and reviewing care and support.
4. To understand the process of Wellness Recovery Action Planning (WRAP) and work with individuals and their wider team to create meaningful WRAPs.
5. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
6. To be flexible and responsive to the needs of service users as directed by their Individual Support and Care Plans. To ensure that support plans are written in conjunction with service users where appropriate and that individuals wishes are noted in documentation.
7. To advise and support service users in all aspects of their lives maintaining the safety, hygiene and comfort of their home.
8. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.
9. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.

|                |  |                  |  |              |   |
|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 2 |
|                |  |                  |  |              |   |

10. To advise, encourage and support service users so as to maximise their self care and independent living skills. To maintain a solution focused approach to day to day issues and assist service users to work through these.
11. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.
12. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
13. To encourage service user's to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities. To promote the personal development of service users through developing support plans which outline goals and aspirations for the future.
14. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
15. To encourage service users 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, smoking cessation and weight management.
16. To assist in monitoring service users' mental health and general well-being and to inform senior colleagues and outside 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 Manager or the Duty/On Call Manager.
17. To support service users in complying with prescribed medication and self medication programmes where appropriate. To liaise with the service user's Consultant, GP and CPN in respect of compliance with prescribed medication. To report all side effects related to medication to a qualified nurse.
16. To advise and support service users in respect of drug and alcohol use. To support service users who wish to reduce or stop using non prescribed drugs and alcohol and work within the principles of harm minimisation.
17. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
18. To deliver 'drop in' session, activities and groups with your co-workers and as part of agreed approaches to individual support needs
19. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.
20. To take appropriate action in the event of emergencies, ensuring that the Service Manager or the Duty/On Call Manager is informed promptly.

|                |  |                  |  |              |   |
|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 3 |
|                |  |                  |  |              |   |

- 21.** To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
- 22.** To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
- 23.** To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
- 24.** To work within the framework of the CPA and to liaise with the Care Co-ordinator and other professionals on a regular basis.

#### **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.** Any other duties as required.

|                |  |                  |  |              |   |
|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 4 |
|                |  |                  |  |              |   |

|           | <b>QUALITIES REQUIRED</b>                                                                                                                                                     | <b>How Assessed</b>     | <b>Essential or Desirable?</b> |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------|
| <b>1</b>  | Ability to demonstrate a warm, person centred and affirmative approach to people with mental health needs                                                                     | Interview               | Essential                      |
| <b>2</b>  | Good verbal communication skills and ability to listen sensitively to others                                                                                                  | Interview               | Essential                      |
| <b>3</b>  | Ability to engage with service users, to develop and sustain warm and trusting relationships                                                                                  | Interview               | Essential                      |
| <b>4</b>  | Able to demonstrate basic insight and understanding of the needs of people with mental health needs                                                                           | Interview               | Essential                      |
| <b>5</b>  | Written communication skills, sufficient to contribute to a record keeping system                                                                                             | Application & Interview | Essential                      |
| <b>6</b>  | Ability to work constructively and co-operatively as part of a consistent team approach                                                                                       | Interview               | Essential                      |
| <b>7</b>  | Ability to work safely and responsibly without direct supervision in service user's own homes                                                                                 | Interview               | Essential                      |
| <b>8</b>  | Ability to demonstrate initiative, self-motivation and resourcefulness                                                                                                        | Interview               | Essential                      |
| <b>9</b>  | Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users                                   | Interview               | Essential                      |
| <b>10</b> | Understanding of the person centred aims and recovery principles of Creative Support and ability to put these into practice                                                   | Application & Interview | Essential                      |
| <b>11</b> | Ability to demonstrate respect for difference and diversity                                                                                                                   | Application & Interview | Essential                      |
| <b>12</b> | Ability to provide emotional and practical support to service users                                                                                                           | Application & Interview | Essential                      |
| <b>13</b> | A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours | Application & Interview | Essential                      |
| <b>14</b> | Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual                                                                   | Interview               | Essential                      |
| <b>15</b> | Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks                                                                     | Interview               | Essential                      |
| <b>16</b> | Experience of providing care, support or other services to people with support needs                                                                                          | Application & Interview | Essential                      |
| <b>17</b> | Experience of supporting people with mental health needs, including experience of using recovery based interventions                                                          | Application Form        | Essential                      |
| <b>18</b> | Life experience and confidence in relating to people from a wide variety of backgrounds                                                                                       | Application & Interview | Essential                      |
| <b>19</b> | Possession of NVQ II/III or other relevant social care qualification                                                                                                          | Application Form        | Desirable                      |
| <b>20</b> | Warm, respectful and positive approach when working with service users                                                                                                        | Interview               | Essential                      |
| <b>21</b> | Willingness to work flexible hours according to needs of agency and service users                                                                                             | Interview               | Essential                      |

|                       |  |                         |  |                     |          |
|-----------------------|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b> |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>5</b> |
|                       |  |                         |  |                     |          |

|           |                                                                                          |                     |                                |
|-----------|------------------------------------------------------------------------------------------|---------------------|--------------------------------|
|           | <b>QUALITIES REQUIRED CONTINUED</b>                                                      | <b>How Assessed</b> | <b>Essential or Desirable?</b> |
| <b>22</b> | Willingness to attend training courses and events                                        | Interview           | Essential                      |
| <b>23</b> | Willing to accept feedback and guidance and to be accountable to colleagues and managers | Interview           | Essential                      |
| <b>24</b> | Possession of a clean and valid driving licence                                          | Application Form    | Essential                      |

|                       |  |                         |  |                     |          |
|-----------------------|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b> |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>6</b> |
|                       |  |                         |  |                     |          |

**TERMS AND CONDITIONS – RELIEF RECOVERY SUPPORT WORKER**  
Leicester and Leicestershire Mental Health Services



**Pay Structure:**

**£12.30 per hour**

**Hours of Work:**

As required on a relief basis (i.e. on a non-contracted basis)

**Probationary Period:**

The first four months will constitute a probationary period.

**Holidays:**

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

**Sickness Policy:**

You will not be entitled to company sick pay.

**DBS Checks:**

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

**Sona App:**

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

|                |  |                  |  |              |   |
|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 7 |
|                |  |                  |  |              |   |