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Recovery Support Worker

Reference: 93993

Gateshead Floating Support Service

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: 24th November 2026

Once you have submitted your application form allow *14 working days* after the closing date for a response. Please return the application form by email to 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 candidates are subjected to enhanced DBS checks

JOB DESCRIPTION –Recovery Support Worker

Gateshead – Floating Support Service

Hours: Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Responsible to: Community Hub Coordinator/ Project Manager

The Role:

You will work alongside our Project Manager to provide an outcome-focused floating support service for people over the age of 18 who are experiencing homeless or at risk of homelessness and have housing related support needs. The service is commissioned by Gateshead Council and will provide a time-limited support service from an office in Gateshead. The service will work with individuals with complex and often chaotic lives to provide a range of support options including support in peoples' own homes, drop-in sessions and activities/courses at our office and signposting services to ensure people have the support they need to find and maintain tenancies in the local community.

You will manage a case load and provide direct support to service users in accordance with their holistic support plans. As a recovery worker you will support service users who have complex and multiple needs, taking a multi-agency approach that ensures people have access to appropriate services that meet their needs. You will work with service users who require longer term support with the aim of stabilising their lives through supporting them in developing the necessary skills and confidence for finding and managing a tenancy. You will promote inclusion, independence and wellbeing with the aim of enabling service users to become active and productive citizens.

You will support service users by providing one-off interventions and longer term support, devising clear exit strategies that take into account opportunities to build resilience, local connections and knowledge of local service provision. Support will focus on the following areas;

- Resettlement & tenancy sustainment
- Prevention of tenancy failure or homelessness
- Maximised income
- Financial management and resilience
- Meaningful activity including, volunteering, training and employment
- Improved health and wellbeing including; smoking cessation, reduction in alcohol consumption, substance misuse, increased physical activity, improved diet and greater engagement with primary and specialist health care services
- Improved engagement with probation and rehabilitation services and criminal justice agencies
- Improved self-reported quality of life and self-reliance
- Improved connections to local community activities and leisure opportunities.

Main Tasks

1. To develop and positive person centred relationships with service users, their carers and members of their support network.

2. To develop outcome focused support plans short term goal based which are effectively linked in with statutory care plans (where service users are in receipt of additional care services) and

which are reflective of individual preferences and goals. Support plans will be underpinned by the intended outcomes of the framework requirements:

- Support to find appropriate accommodation and to sustain and manage it
- Support to budget, manage debts and set up manageable repayment plans and liaise with benefit agencies
- Support to access meaningful activities including volunteering, mentoring, training and employment
- Support relating to health improvement, management and awareness
- Support to improve life skills including IT skills, and support around confidence building, improving resilience and acquiring social capital and meaningful community connections

3. To provide direct support to service users in accordance with their assessed housing and wellbeing needs and support plans. To assist and support service users in ways that maintain their dignity, confidence and independence and enable them to express their views and concerns.

4. To provide outcome focuses support on a tier based and time limited basis in line with the contact requirements.

5. To work closely with community groups, other agencies and professionals to make the best use of available resources across Gateshead, supporting service users to access opportunities for volunteering, supported employment, paid employment, education and leisure.

6. To work proactively and positively with housing associations, private landlords, accommodation based support providers and other housing- related support services to ensure service users are able to access appropriate and sustainable housing that meets their needs.

7. To support people to improve their health and wellbeing by working in partnership with a range of other agencies, community groups and primary health services.

8. To develop strong partnership links with the full range of external agencies and professionals to ensure that service users can access additional care and support to meet their individual health and social care needs (including assistive technology, aids and adaptations).

9. To promote social inclusion and community connections by ensuring service users have access to advice and information regarding the full range of neighbourhood and community resources available including transport, recreational, cultural and universal services.

10. To facilitate service users' access to activities and opportunities that promote their active participation in community life and strengthen their relationships with others and their social networks.

11. To provide an inclusive and non-discriminatory service that meets the cultural and other needs of service users with diverse needs and backgrounds.

12. To encourage service users to take responsibility for their own lives and access support from services such as drug and alcohol teams, mental health and primary health care etc.

13. To follow health and safety and lone working guidelines and to alert the Manager immediately of any concerns in relation to health and safety issues.

14. To take appropriate action in the event of incidents, emergencies or crisis situations ensuring that the Service Manager and appropriate outside agencies are promptly informed. To ensure that all concerns relating to the safeguarding of vulnerable adults and protection of children are reported in accordance with local authority and agency procedures.

15. To ensure that comprehensive and up to date accurate records are maintained in accordance with agency standards.

16. To help individuals develop personal budget plans and to support individuals to liaise with debtors to arrange affordable repayment plans.

17. To support service users to access welfare benefit advice and information about the roll out of Universal Credit which enables them to fulfil their responsibilities as tenants and citizens of their local community.

18. To enable people to retain existing skills and independence and to gain new skills through outcome focused support, the development of skills and pathways into relevant agencies such as Job Centre Plus, Employment Placement Workers, Employment Support Workers and Supported Employment Schemes.

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 contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.

21. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others whilst maintaining a positive approach to risk taking. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

Other

22. To provide regular verbal and written feedback to the line manager.

23. To accept regular support and supervision from the line manager.

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

25. To comply with and implement current Equal Opportunities Policy agreed by Creative Support.

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

27. To maintain effective written records, data entry and collate monitoring information in line with contract requirements.

28. To identify training needs in discussion with the line manager and to attend training events and courses as required.

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

30. All employees should be aware that there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

31. Any other duties required.

JOB DESCRIPTION – RECOVERY SUPPORT WORKER

Gateshead – Floating Support

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Ability to assess needs and devise appropriate support plans in liaison with service users and other agencies	Application, interview and Exercise	Desirable
2	At least 2 years' experience of supporting clients with mental health needs, substance misuse issues, physical health issues and /or housing – related needs	Application	Essential
3	Proven track record in providing support to people with chaotic lives and complex issues	Application, Interview	Desirable
4	Good verbal communication skills and able to listen sensitively to others	Interview	Essential
5	Good written communication skills, with an ability to contribute to a record keeping system to an acceptable standard	Application, Interview	Desirable
6	Ability to work positively as part of a team, to facilitate groups and positive relationships between individuals	Interview	Desirable
7	Good understanding individual needs including, mental health needs, learning disability, older people and risk issues	Application, interview	Essential
8	Ability to provide non-judgemental emotional and practical support to service users and to gain their trust	Application	Essential
9	A common sense approach to problem solving	Application, interview	Essential
10	Ability to liaise in a professional manner with other agencies and experience of working as part of a multi-agency team	Application, Interview	Essential
11	An understanding of the aims and principles of Creative Support	Interview	Desirable
12	Understanding of Equal Opportunities	Interview	Essential
13	Working knowledge of basic computer programmes including Microsoft Office, Outlook and internet Explorer	Application	Essential
14	Commitment to consulting with service users and responding to their view	Application, Interview	Essential
15	Ability to work safely and effectively with service users without direct supervision	Application	Essential
16	Experience of working with people with support needs including mental health issues, homelessness, drug/alcohol issues, learning disability, older people etc	Application form	Essential
17	Experience 0f providing tenancy related support	Application	Essential
18	Experience of working as a member of a team	Application, interview	Essential

19	Experience of liaising with other agencies and professionals	Application, interview	Essential
20	A warm, respectful and person centred approach to working with service users and their families	Interview	Essential
21	Willingness to work flexible hours according to needs of the service	Interview	Essential
22	Willingness to attend training courses and events	Interview	Essential
23	Willing to participate in regular supervision with line manager	Interview	Essential
24	Gender (Female) is considered to be an occupational requirement – Equality Act 2010	Application	Essential

TERMS AND CONDITIONS – RECOVERY SUPPORT WORKER

Gateshead – Floating Support

Salary:	**£12.85 per hour**
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.*	

1. Hours of Work:

Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

2. Holidays:

20 days plus 8 statutory days pro rata.

3. Birthday Holiday Bonus:

You will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

4. Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

5. Probationary Period:

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

6. Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

7. 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 pays SSP for the first three working days of any sickness absence
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

8. Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

9. Life Assurance:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

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

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

11. Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

12. Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

13. Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

14. Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

15. Achieve Q Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

16. Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

17. Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

18. Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

19. Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

20. Uniform:
If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

21. Company mobile phone and laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

22. Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

23. Lease Cars/Car Allowance:
A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.