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# Recovery Support Worker

**Reference: 88502**

**Redditch, Worcestershire – Mental Health Supported Living 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: 1st December 2026

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

Once you have submitted your application form allow *10 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 very much look forward to receiving a completed application from you.

Yours faithfully,

**Recruitment Department**

*Please note that all employees are required to complete an enhanced DBS check*

**JOB DESCRIPTION – RECOVERY SUPPORT WORKER**
**MENTAL HEALTH SUPPORTED LIVING SERVICE – REDDITCH, WORCESTERSHIRE**

**Hours:** 37.5 hours per week, to be worked flexibly, over a 7 day rota, according to the needs of the service and service users. Part-time hours may be considered.

**Responsible to:** Service Director, Senior Service Manager and other senior colleagues.

**Based at:** Supported Living Service, Redditch, Worcestershire

## 1. Purpose of the Job

To provide mental health recovery-focussed support, personalised care and housing-related support to people with mental health and other needs living in a supported living service in Redditch. You will enable people to live as independently as possible in the community, develop life skills, improve their mental health and physical wellbeing and achieve positive outcomes.

## 2. Provision of Care and Support

2.1 To work within the person-centred philosophy and recovery model of the service. To promote hope, resilience and openness to change. To be committed to the values and expected outcomes of the service.

2.2 To develop and sustain warm, trusting and respectful relationships with service users, offering unconditional positive regard and respecting their rights to privacy, confidentiality and self-determination. To promote the self-esteem, happiness, and welfare of the people we support at all times and to maintain a strong 'duty of care' to vulnerable service users.

2.3 To contribute to the provision of a reliable and responsive 'core support' service and to deliver planned individual care and support according to assessed needs and agreed individual care packages.

2.4 To ensure that service users receive an effective and personalised service which enables them to achieve their desired recovery and personal development outcomes. To deliver care and support in ways which build confidence, resilience and self-esteem and maximise independence.

2.5 To support people with all the practical aspects of moving into the service and setting up home including acquiring furniture, claiming benefits, arranging utility connections, making arrangements to pay their rent, bills and any care charges.

2.6 To act as a Key Worker and to contribute to the development of an outcome-focused and person-centred recovery Support Plan which is co-produced in response to the identified needs, preferences and aspirations of individuals, building on their strengths, assets and community connections.

2.7 To be familiar with each service user's risk assessment and positive risk management plan and to follow any risk management guidelines. To work closely with external professionals and agencies in managing risk.

2.8 To enable service users to enjoy opportunities for personal development and to manage their own safety as far as possible. To support service users to be aware of the impact and

consequences of risk behaviours and anti-social behaviour on themselves and others. To support people to self-regulate their emotions and use problem-solving approaches.

2.9 To empower and support service users to express their views and concerns and to participate as fully as possible in planning and review processes.

2.10 To work with service users to co-produce Wellness Recovery Action Plans (WRAPs) and encourage the use of personalised coping strategies and wellness tools to self-manage their mental health and prevent the use of in-patient and crisis services.

2.11 To support service users to maintain their home in a clean, safe and comfortable manner, to report repairs to their landlord and to personalise their apartments in accordance with their preferences.

2.12 To work with services to develop daily living skills and to become as independent as possible in all activities of daily living, including cleaning, laundry, shopping, cooking, and household management.

2.13 To support service users to manage their personal finances as independently as possible, whilst being protected from abuse. To ensure that tenants obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.

2.14 To enable people to develop friendships and build their social and informal support networks. To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the lives of service users and planning individual support, where this is in accordance with service user preferences.

2.15 To support service users to develop fulfilling lifestyles and to engage in a meaningful range of culturally and age appropriate experiences, building on their strengths, interests and aspirations to promote access to education, vocational training, skill building and volunteering and to develop the confidence to pursue paid employment.

2.16 To work within the framework of the MCA and DoLs/Liberty Protection Safeguards and to ensure that care and support is provided in the most empowering and least restrictive manner. To assist service users to make informed and responsible decisions regarding their own lives, whilst acknowledging that that individuals with capacity have the right to make unwise decisions.

2.17 To contribute to person-centred recovery and tenancy reviews. To use the the review process to evaluate progress, recognise and agree new goals.

2.18 To support service users to move on from the service as they grow in independence and can sustain a tenancy without support or with community support. To provide short term support and follow up on moving on rom the service to ensure that recovery is sustained. To signpost to other agencies as required.

2.19 To ensure that vulnerable adults and children are safeguarded from harm. To identify and report safeguarding concerns in accordance with Creative Support and Worcestershire County Council's Safeguarding Policy and Procedures. To immediately report any concerns regarding vulnerable adults or children to the Line Manager, Duty/On Call Manager, the local authority and CQC (if the service user receives regulated care).

2.20 To implement and comply with Creative Support's Equal Opportunities Policies. To promote zero tolerance of racism and discrimination of any kind. To ensure that the service provided is sensitive to the cultural and religious needs of service users. To promote cultural sensitivity and anti-discriminatory practice.

2.21 To ensure that service users receive advice and support to improve their physical health and wellbeing. To promote the self-management of long-term conditions (such as epilepsy, diabetes and other conditions). To promote nutrition, relaxation, exercise, smoking cessation and an active, healthy lifestyle.

2.22 To support attendance at health appointments including regular optical, dental and other health checks appropriate to age, gender and individual needs.

2.23 To observe service users' mental health and physical well-being and inform senior staff and other agencies/professionals of any concerns or significant changes in needs, risks, welfare and circumstances.

2.24 To provide respectful personal care and direct assistance in meeting healthcare needs where this is required, ensuring the service user's safety, comfort and dignity at all times.

2.25 To provide service users with assistance and support to take prescribed medication, through prompting and encouragement and to enable progress to self-management of medication. To ensure that the storage, administration and recording of medication is undertaken in accordance with agency policies.

2.26 To follow all guidelines for the provision of support and the running of service including health & safety, management of finances, medication, professional boundaries, duty of care and safeguarding.

2.27 To contribute to electronic and paper client records and individual case files in the prescribed format and to ensure that all reviews and Key Working meetings are minuted and recorded. To ensure that records are completed to a high standard and that confidentiality and data protection is observed at all times. To ensure that service user progress is captured and celebrated.

2.28 To ensure that the communal areas and physical environment are maintained in a clean, hygienic, welcoming and safe manner. To report all maintenance issues and concerns to the partner Housing Provider and ensure that these are followed up. To support tenants in reporting repairs in their own apartments.

2.29 To ensure that safe lone-working protocols are followed and to be aware of co-staff whereabouts at all times. To adhere to policies and procedures pertaining to security, health & safety, fire safety, food safety, environmental health, infection control and the prevention of accidents. To carry out Health & Safety checks and complete records as required.

2.30 To report and manage accidents, incidents and emergencies in accordance with Creative Support and Worcestershire County Council procedures..

2.31 To carry out periodic flat inspections in line with Creative Support and Housing Provider policies and the requirements of the tenancy agreement.

2.32 To provide excellent internal and external customer care. To respond promptly and professionally to all enquiries and to reply efficiently to emails and written requests for information.

2.33 To ensure that service users and stakeholders are aware of the Complaints Policy and are enabled to make complaints and suggestions. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families and partner agencies.

2.34 To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures'*. To ensure that petty cash and other aspects of scheme finances are managed in accordance with agreed procedures.

2.35 To ensure that the on-site office accommodation and the working environment is well organised and maintained in an attractive, clean, tidy and efficient manner. To ensure that the service user records and personal data are stored securely and confidentially.

2.36 To promote Creative Support, its services and activities in a professional manner to service users, carers, other agencies and the general public.

2.37 Develop and maintain positive relationships with partner agencies and professionals and contribute to collaborative working with the Housing Provider and other stakeholders.

## 3. Other

3.1 To provide your planned whereabouts in advance of the week to your line manager and to submit accurate timesheets weekly. To complete the specified on and off rota time as determined by the service budget

3.2 To provide regular verbal and written reports and service data as required.

3.3 To accept support, supervision and guidance from line managers and other senior managers.

3.4 To attend team meetings and to report concerns as soon as they arise.

3.5 To carry out all work in a manner consistent with the values and person-centred ethos of Creative Support

3.6 To comply with and to implement our Equal Opportunities Policy.

3.7 Maintain confidentiality and data protection at all times, in accordance with agreed policies.

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

3.9 To observe policies, procedures and guidelines for good practice agreed by Creative Support and partner agencies and to work in accordance with

3.10 Due to the nature of work Creative Support undertakes 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.

3.11 Any other duties as required.

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|---|---|---|---|
| **1.** | Warm and emotionally intelligent, with good interpersonal skills and the ability to reflect on practice | Application & Interview | Essential |
| **2.** | The ability to build positive, trusting relationships with service users, their families, professionals and partner agencies. | Application | Essential |
| **3.** | Relevant paid or unpaid experience in mental health, social care or supported housing services. | Application | Desirable |
| **4.** | Positive person-centred values and the ability to work within a culture of recovery, independence and positive risk management | Application & Interview | Essential |
| **5.** | A commitment to equality, inclusion, dignity, human rights and unconditional positive regard for all | Interview | Essential |
| **6.** | An understanding of recovery principles and methods and a knowledge of mental health needs/conditions and helpful approaches. | Application & Interview | Desirable |
| **7.** | Good written communication, needs & risk assessment, support planning and report writing skills. | Application & Interview | Essential |
| **8.** | Willingness and ability to be accountable and follow instructions and guidelines | Application & Interview | Essential |
| **9.** | Skills in promoting independence, tenancy sustainment and positive risk management. | Application & Interview | Essential |
| **10.** | Ability to work positively and professionally with external agencies and gain the confidence and trust of service users, families and stakeholders. | Application & Interview | Essential |
| **11.** | Applicants must enjoy good health, demonstrate resilience and be able to reliably carry out the responsibilities of the post | Interview | Essential |
| **12.** | A willingness to work flexibly and responsively across a 7 day rota, according to the needs of the service. | Interview | Essential |
| **13.** | A relevant health or social care qualification or degree (such as Psychology) | Application & Interview | Essential |

| **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.* | |

**Hours of Work:**
Full time hours are 37.5 hours per week to be worked on a 7 day rota which will include weekends, evenings and public holidays according to the needs of the service. This also includes sleep ins. We will consider requests for part-time working subject to a minimum of 15 hours per week.

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.

**Holidays:**
20 days plus 8 statutory days pro rata.

**Sleep Ins:**
Where there is a requirement for staff to sleep-over on the premises a set sleep-over payment is made for each shift.

**Care Certificate and Level 2/3 Health & Social Care Diploma:**
All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

**Birthday Holiday Bonus:**
All employees are 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.

**Disclosure Checks:**
All appointments will be subject to DBS enhanced disclosure and ISA checks.

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

**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.

**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 statutory sick pay for the first three 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.

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

**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.

**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

**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.

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

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

**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.

**WeCare Awards:**
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**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.

**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.

**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

**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.

**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.

**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.

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

**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.

**Networks:**
The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.