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Relief Recovery Support Worker

Reference: 94218

Reading Mental Health 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: 02 December 2026

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 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 – RELIEF RECOVERY SUPPORT WORKER
Reading Mental Health Service

Hours: As required on a zero hour basis (flexible: to include evenings, nights, weekends and public holidays according to the needs of the service).

Responsible to: Service Manager and senior colleagues

The Role:
To provide person centred recovery focused support to service users with mental health needs living in supported accommodation in Reading. To support service users to build meaningful and satisfying lives through the provision of flexible and personalised support. To work in partnership with service users to enable people to take active control over their lives and to make progress towards recovery and personal goals. To be part of people's support network to enhance their skills to move onto less supported accommodation.

Main Duties

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

2. To work in partnership with service users through the recovery process. To collaboratively develop recovery focused support goals which promote hope and aspiration.

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 service users as directed by their Individual Recovery Focussed Support Plans.

5. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.

6. To promote the service user's self-esteem and enable them to express their preferences and make choices and decisions. To work within the Recovery Principles supporting service users to re-discover a sense of personal identity, separate from their diagnosis/disability.

7. To encourage service users where it is appropriate to involve their family and significant others in their support plan and develop a circle of support which supports their unique recovery journey. To involve members of the person's circle of support in person centred reviews/CPA.

8. To carry out holistic assessments of need and devise appropriate recovery focused support plans and comprehensive risk assessments in full consultation with service users and other agencies. To ensure recovery focused support plans are reviewed and evaluated and also amended in accordance with changing needs, presenting risks and individual preferences.

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.

10. To advise, encourage and support service users to maximise their self-care and independent living skills.

11. To work closely with service users in the development of Wellness Recovery Action Plans/Recovery Circles. To develop crisis/relapse management plans/advanced directives in collaboration with the service user and the multi-disciplinary team.

12. To provide a range of personalised mental health approaches/interventions and support according to the needs and preferences of individuals and within the framework of the person's wider mental health support plan.

13. To support service users who have needs relating to alcohol and use of non-prescribed drugs through appropriate advice, support and signposting. To work closely with Drug & Alcohol agencies to ensure effective joint working and progress towards agreed goals e.g. harm reduction, abstinence.

14. To support service users who are subject to CTO's, Sections of the Mental Health Act/Home Office Restrictions and Guardianship Orders to comply with all requirements. To liaise closely with the Care Coordinator, RMO or Social Supervisor to ensure effective joint working to manage risk/compliance.

15. To support service users who have a history of offending or are subject to Probation Orders/Community Sentencing to avoid reoffending and comply with all requirements.

16. To ensure all service users have active move-on plans which are reviewed on a regular basis and to support service users to identify and access move on housing options. To provide all practical support in moving on to more independent housing.

17. 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/advice agencies.

18. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

19. To encourage service user's to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.

20. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship and to access legal advice and independent advocacy as required.

21. To advise and assist service users in obtaining appropriate move-on accommodation which meets their on-going needs.

22. To ensure that service users physical and mental wellbeing is maximised and to encourage service users to take as much responsibility as possible for the management of their own physical and mental health and to access primary health care and other services. To offer advice and health promotion interventions to enhance health and wellbeing.

23. To assist in monitoring service users' mental health and general well-being and to inform the Manager/Support Co-ordinator, 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 Manager/Support Co-ordinator or the Duty/On Call Manager or initiate relevant safeguarding procedures.

24. To support service users in complying with prescribed medication and working towards self-medication if accordance with agreed risk/support plans. To liaise with the service user's Consultant, GP and Care Coordinator in respect of compliance with prescribed medication. To ensure that service users attend

regular medication reviews with their consultant/GP's and are supported to report any adverse side effects or concerns.

25. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To support service users in reducing risks to themselves/others and to promote community safety. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring individuals are able to make choices and enjoy rights & opportunities within a positive risk management approach which has been agreed with the service user and other agencies. To promptly & professionally report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

26. 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. To maintain a warm and responsive approach to families and to report their feedback and concerns.

27. To empower and support service users to be fully involved in planning/reviewing their own support and in the review and development of the wider service.

28. To take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

29. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.

30. To ensure that accurate records are kept in the prescribed format. To clearly and professionally document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies. To comply with confidentiality and data protection requirements.

31. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

32. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Tameside Council's safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.

33. To contribute to service users' 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.

34. To take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Manager is informed promptly. To fully document & report any incidents and accidents including all follow up action taken.

35. To assist the manager with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities.

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

Other

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

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

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

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

5. To comply with Creative Support's Equal Opportunities Policy.

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

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

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

9. To undertake on the role of Shift Co-ordinator when required.

10. Any other duties as required.

PERSON SPECIFICATION – RELIEF RECOVERY SUPPORT WORKER
Reading Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of providing care or support to people with mental health needs	Application & Interview	Desirable
2	Possession of NVQ or other relevant social care qualification	Application	Desirable
3	Knowledge of the benefit system.	Application	Desirable
4	A warm, respectful and person centred approach to people with mental health needs	Interview	Essential
5	Excellent verbal communication skills and the ability to listen sensitively to others	Interview	Essential
6	Strong written skills	Interview	Essential
7	Work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative	Interview	Essential
8	Work safely and responsibly without direct supervision in service user's own home and in the community.	Interview	Essential
9	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	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
11	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
12	Ability to demonstrate respect for difference and diversity	Interview	Essential
13	Ability to enable people to enjoy positive opportunities in their lives without being exposed to unacceptable risks	Interview	Essential
14	Understanding of the Recovery process and how to implement this in daily practice	Interview	Essential
15	A full driving licence and access to a car to travel to service users homes (petrol expenses paid)	Application	Desirable

TERMS AND CONDITIONS – RELIEF RECOVERY SUPPORT WORKER
Reading Mental Health Services

Pay Structure:
£12.85 per hour plus accrued holiday credit
National Minimum Wage (£12.71 per hour) will be paid when completing training

1. Hours of Work:
As required

2. Probationary Period:
The first four months will constitute a probationary period.

3. 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.

4. Sickness Policy:
You will not be entitled to company sick pay.

5. 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.

7. DBS Checks:
Employment will be subject to enhanced Disclosure and Barring Service check.

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

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.