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Relief Recovery Support Worker

Reference: 95207

Mental Health Services – Smallthorne / Burslem, Stoke on Trent

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: 25 November 2026

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 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

Mental Health Services – Smallthorne / Burslem, Stoke on Trent

Hours: Zero Hours

Responsible to: Registered Nurse Manager / Deputy Nurse Manager

The Role:

- You will assist senior staff in the delivery of the service.
- You will provide person-centred care and support to people with mental health needs and enable them to gain independence and to live a fulfilling and meaningful life.
- You will work with service users in a recovery-focused way in line with their support plans and risk management plans.
- Collaborating with service users, families, and involved professionals to provide a consistent and coordinated service that maximises outcomes for service users.

1. Support Duties

1.1 Develop warm, trusting relationships with service users to encourage them to express their needs, views, and concerns.

1.2 Conduct holistic assessment of service user needs, preferences, goals, aspirations, and risks together with the service user, families, and involved professionals and devise recovery-focused support plans and risk management plans accordingly. Ensure that these are reviewed regularly.

1.3 Advise and support service users in managing their tenancy and maintaining the safety, hygiene, and comfort of their home.

1.4 Promote service users' self-esteem and empower them to express their preferences and make choices and decisions.

1.5 Work within the recovery model to support service users to develop a sense of identity, separate from their diagnosis.

1.6 Where appropriate, encourage service users to involve their families and partners in their support plan to support their recovery.

1.7 Enhance the confidence and coping abilities of service users through encouragement and positive feedback. Empower service users by developing skills in planning and self-organisation, and encourage them to maintain appointments and commitments.

1.8 Collaborate with service users to develop Wellness Recovery Action Plans/Recovery Circles. Develop crisis/relapse management plans/advanced directives with the service user and multi-disciplinary team.

1.9 Support service users who have additional needs due to substance misuse through appropriate advice, support, and signposting. Collaborate with Drug & Alcohol agencies to ensure progress towards goals e.g. harm reduction, abstinence.

1.10 Support service users subject to CTO's, Sections of the Mental Health Act/Home Office Restrictions and Guardianship Orders to comply with all requirements. Collaborate with the Care Coordinator, RMO or Social Supervisor to effectively manage risk/compliance.

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

1.12 Where appropriate, ensure that service users have regularly reviewed move-on plans. Advise and assist service users in obtaining appropriate move-on accommodation which meets their needs and preferences and empowers them to live independently in the community.

1.13 Support service users to budget and manage their finances and ensure that service users receive their full benefit entitlement by liaising with Welfare Rights/advice agencies.

1.14 Enable service users to participate in their communities, to enjoy the rights and responsibilities of citizenship, and to access legal advice and independent advocacy.

1.15 Encourage service users to take as much responsibility as possible for the management of their physical and mental wellbeing and to access relevant services.

1.16 Assist in monitoring service users' mental health and general wellbeing and inform the line manager and involved professionals of concerns or changes in needs and circumstances.

1.17 Support service users in complying with prescribed medication in line with their support plan. Liaise with the prescribing doctor regarding the compliance with prescribed medication. Ensure that service users attend medical appointments and medication reviews.

1.18 Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and the Council's safeguarding policies and procedures and report safeguarding concerns immediately to the Council, Service Director, and the Duty/On Call Manager.

1.19 Support service users to reduce risks to themselves and others in line with risk management plans. Work within a positive risk management approach whilst upholding your Duty of Care. Work with involved professionals to take a consistent approach to risk.

1.20 Ensure that the service supports service users in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests, and aspirations of service users. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.

1.21 Promote anti discriminatory practice and ensure that the service is responsive to the specific needs of female service users and service users from ethnic minorities.

1.22 Monitor the content, implementation, and effectiveness of plans. Ensure that all service users have a key worker and co-worker and act as the nominated key worker as appropriate.

2. General Duties

2.1 Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

2.2 Accept support, supervision and guidance from senior colleagues.

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

2.4 Ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- The Mental Capacity Act 2005
- The Care Act 2014
- The quality standards and expectations set out by the CQC (Safe, Caring, Effective, Responsive and Well Led)
- Health and Safety policies and Equal Opportunities Policy
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

2.5 All employees should be aware that 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.

2.6 Identify own training needs in discussion with line manager and attend training events and courses as required.

2.7 Any other duties as required.

PERSON SPECIFICATION – RELIEF RECOVERY SUPPORT WORKER

Mental Health Services – Smallthorne / Burslem, Stoke on Trent

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Experience of providing care and support to people with mental health needs	Application	Essential
2	Possession of a relevant social care or professional qualification	Application	Desirable
3	A warm, respectful and positive approach to working with service users	Interview	Essential
4	Excellent written and verbal communication skills and ability to contribute to record keeping to an acceptable standard	Interview	Essential
5	Collaborate with service users, families, carers, and involved professionals to maximize outcomes for service users	Interview	Essential
6	Knowledge of welfare benefits and ability to ensure tenants receive their correct entitlement	Application & Interview	Desirable
7	Promote anti-discriminatory practice and develop a service that is welcoming to all service users	Interview	Essential
8	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Application & Interview	Essential
9	Ability to support service users with their mobility and physical health needs, for which a degree of physical fitness will be required	Application & Interview	Essential
10	A clean driving license and willingness to drive company vehicle.	Application & Interview	Desirable

TERMS AND CONDITIONS – RELIEF RECOVERY SUPPORT WORKER
Mental Health Services - Burslem, Stoke on Trent

Salary:	**£12.85 per hour**
Please Note: *Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in.*	

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.

9. 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.