

INFORMATION PACK

Recovery Worker



WELCOME

Thank you for your interest in our organisation and this role.

We're currently looking for an experienced Recovery Worker. We're looking for someone who's driven to make a real difference within the local community through the delivery of services, with our charitable purpose at the centre of everything.

Teesside Mind has been working in local communities to improve mental health and wellbeing for over 25 years. Mental health has never been as widely understood or help so widely available.



Ours is a vibrant organisation to work for and our staff are our most important asset. We are compassionate, trustworthy, and determined. We use evidence-based interventions, backed up by policies, training and expert support to help people lead full and happy lives.

I hope you'll be interested in joining our small but focussed and impactful team once you've read this pack and I look forward to meeting you.

Emma Howitt
Chief Executive Officer

We helped Peter set up a football team

“Teesside Mind has been a good support, knowing I could call them has been a great help. I was struggling with my mental health, playing football improved this, it feels rewarding when I am doing it. Teesside Mind gave me the confidence to keep going with the group, it feels like a group of mates, as we have been playing together for that long.”

OUR VALUES

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



We support Maggie with her mental health recovery

“I now feel like there may be a light at the end of a very dark tunnel. All I have ever wanted is to be listened to in regards to my mental health. Finally, I am being heard. The months we have worked together, gave me hope, coping mechanisms, advice and ultimately got me what I have always wanted - a diagnosis (from secondary services).”

WHAT IS RECOVERY SUPPORT?

Recovery can mean different things to different people. For some it will mean being able to cope better. For others it will mean managing their mental illness or distress well, to be able to live a meaningful life.

We know that mental health recovery is as unique as your own fingerprint- it's all about the person, so no two recovery journeys are the same. However, we also know that with the right support there's hope for a better future.

Recovery support helps a person understand themselves better, feel more in control and more resilient.

About This Role

You will work within the Foundation and Recovery Service for Teesside Mind as part of Impact on Teesside. This pathway works with individuals who need support for their mental health alongside social stressors such as debt, housing and barriers to support.

Working in the local community and in an office-based environment you will work flexibly to support individuals with their mental health.

You will hold a caseload and support people individually by spending time understanding their needs and creating a plan to take steps to make some positive changes.

You will work with each individual person to develop skills in self-care, self-management and improvements in overall health and quality of life.

You will work collaboratively with people to maintain change and engagement with other services and to maximise the individual's opportunities to reach their own potential.

Main Duties:

- Work confidently and autonomously providing assertive outreach support.
- Empower, motivate and support to facilitate engagement into the right community services.
- Use the Recovery Star to set SMART goals and help achieve desired outcomes as part of an action plan uploading and recording this onto a database system.
- Engage people with complex social and mental health needs using person centred and enabling approaches
- Assess for service suitability for a person using an assessment template and following up actions where needed
- Risk assessment and management, including developing bespoke safety plans with the person
- Keep up to date client records in line with policies and procedures on a database system.
- Hold and manage a caseload efficiently
- Manage your own diary on using Outlook (Office 365) and database management systems.

Knowledge and Qualifications:

- Hold a level 3 or above in a Health or Social Care Qualification
- Understanding and knowledge of IT data management systems and Office 365
- Knowledge of how the Voluntary Sector operates and how it supports Statutory and other Non-statutory Services
- Knowledge of CHIME model of care

Experience:

- Working with people who have a serious mental illness diagnosis or who have experienced severe distress
- Working with people who have complex social needs
- Experience of engaging people using person centred and enabling approaches
- Experience of working in a community setting
- Successfully delivering planned interventions
- Support planning
- Work as part of a team
- Experience of using Office 365 and data management systems

Skills and Competencies:

- Able to use range of emotional, psychological, social and vocational interventions and techniques
- Able to build trust and rapport both face to face and via telephone
- Competent in developing safety plans with people and recognising any safeguarding needs
- Excellent communication and active listening skills
- Able to set SMART goals, plan and agree next steps and keep focus and motivation
- Promote and self-manage safe & effective practice
- Reflect on own practice and work with others to continuously develop own skills
- Manage own time effectively

Other/Personal Qualities:

- Be passionate and enthusiastic about helping others to thrive
- Be able to inspire, motivate and instil hope in others
- Caring, compassionate and person-centred approach
- Commitment to Mind's values and objectives

Main Terms and Conditions

Job Title:

Recovery Worker

Contract:

Permanent

Responsible to:

Team Lead, Nicola Alan Recovery Service, Impact on Teesside

Hours:

Full time and part time available

Salary:

£27,161.67 pro-rata

Location:

The Mind Centre, 90-92 Lothian Road, Middlesbrough, TS4 2QX

Disclosure:

This position is subject to a 26-week probationary period, Right to Work Check, satisfactory references and an enhanced DBS check and subsequent re-checks.



How to Apply

If you would like to find out more about this opportunity, please call 01642 257020 to speak to Nicola Alan or Email: nicola.alan@teessidemind.org.uk

Please complete the application form which you can download from our website.

Interview dates: 16th and 17th April 2025

**Closing date for applications:
4 April 2025 by 12 noon**

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