

## **Recovery Support Worker**

<b>Job title:</b>	Recovery Support Worker
<b>Directorate:</b>	Operations
<b>Location:</b>	Combat Stress Treatment Centre
<b>Accountable to:</b>	Registered Mental Health Nurse (Band 6)
<b>Accountable for:</b>	N/A
<b>Pay grade:</b>	3 (subject to NVQ/SVQ 3 in Care or equivalent)
<b>Type:</b>	Bank – As and when required

### **Values Framework**

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

### **General Overview of Role**

To maintain excellent standards of care within the Treatment Centre supporting the veterans on a day to day basis with their health and wellbeing and maintaining a recovery focus.

### **Main Duties and Key Responsibilities**

- To fulfil the role of associate key worker, offering 'assisted self-help' to the veteran in line with the treatment plan.
- To support the veteran with completion of psychometric tests both within the centre and over the telephone.
- To support service users to gain new experiences within the local community in line with the treatment plan.
- To contribute to the whole system treatment planning process, developing, implementing and evaluating treatment and encouraging and supporting service users to define their treatment needs.
- To understand risk in relation to each veteran and have a full working knowledge of not only the risk management policies of the Charity but also each veteran's individual risk management plan.
- To co-facilitate psycho-educational, wellbeing and relaxation groups within the Centre as designated by the multidisciplinary team.
- To support the Out-patients department on a rotational basis.

- To attend and contribute to multi-disciplinary and multi-agency clinical meetings.
- To receive and participate in clinical supervision in accordance with policy.
- To promote the health and wellbeing of Veterans and maintain a safe, caring and therapeutic environment.
- To promote and maintain excellent standards of care within the clinical governance framework.
- To support the completion and collation of psychometric data.
- To participate in psycho social activities as identified in the treatment plan.
- To participate, on a residential basis, in 'Recovery and Social Reintegration Breaks'.
- To participate in the wellbeing programme as required.
- To work as a dynamic and collaborative member of the multidisciplinary team.
- To preserve the dignity of clients and their families/carers at all times.
- To perform certain household duties in relation to maintaining comfort and care of Veterans.
- To support the veteran with any personal care needs in line with the treatment plan.
- Participate in social, recreational and therapy activities within the Treatment Centre under the guidance and direction of professional staff including those activities designed as part of the Wellbeing Programme.
- To escort clients on outings, clinic and hospital appointments as required.
- To support Registered Nursing Staff in the admission and discharge of clients.
- Participate effectively in the shift handover meetings and other identified clinical meetings.

#### **Administrative responsibilities**

- To keep clinical records up to date and in accordance with legislation and the policies of the Charity.
- To use Information Management and Technology effectively in accordance with the policies of the Charity.
- To complete incident reporting in accordance with the policies of the Charity.

#### **Other Duties**

##### **Audit and Research**

- To participate in audit of clinical practice and assist with data collection for research

### **Education and Training**

- To undertake mandatory training and appropriate training identified through supervision and appraisal.
- To identify own training and developmental needs and participate in a personal development plan to meet identified needs.

### **Professional responsibilities**

- To maintain the confidentiality of all client data in line with Organisational policy and the Data Protection Act 1998.
- To represent Combat Stress in a professional manner at all times.

### **General Responsibilities**

- To fully understand and adhere to the policies and procedures of Combat Stress.
- To be compliant with the administrative and clinical processes defined.
- To work in a flexible and responsive way to meet the changing needs of the service users and demands of the service.
- To promote a recovery focus throughout the Veterans' treatment journey.
- To promote equality, diversity and the rights of the service users.
- To support partnership working.
- To follow safeguarding procedures to minimise risk of harm to children or vulnerable adults.
- To contribute to the maintenance of a healthy and safe working environment by adhering to Health and Safety Organisational policies.
- To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal rotation (as per contract) and absence cover.
- To drive the charity's cars locally, escorting Veterans to appointments and for pick up and collection.

### **Risk Management**

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

Date revised

13<sup>th</sup> September 2019

Signature of postholder

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Print name

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Date

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