



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Complex Needs Recovery Worker
<b>REPORTS TO:</b>	Team Leader/Service Manager
<b>DIRECT REPORTS:</b>	None
<b>INDIRECT REPORTS:</b>	None
<b>LOCATION</b>	Lambeth, London
<b>GRADE SCALE:</b>	B (£22,865 pa)

## SERVICE DETAILS:

This service is a resettlement support service for men with a mental health illness, history of offending and complex needs. The service is based in Lambeth across five sites offering three tiers of support depending on customer need.

## JOB PURPOSE:

To successfully rehabilitate and reintegrate Service Users back into the community.  
To provide pathways, support and appropriate interventions that will enable successful resettlements.  
To work with external partners, agencies and commissioners to achieve the desired outcomes of the service providing safer more integrated communities for all stakeholders.  
To provide cover to the service at night; ensuring the safety of the residents and the building.

## **AUTHORITIES:**

- Signing documents in conformity with the Authorisation Policy

## **ACCOUNTABILITIES:**

- The successful reintegration of service users into the community
- Accurate and up to date service user records and support plans
- Comply with any required standards or procedures as detailed in the Organisation's ISO9001 QMS.
- Achievement of KPI targets and personal objectives

## **KEY AREAS OF RESPONSIBILITIES:**

### **SUPPORT SERVICES**

- Responsible for interviewing potential service users to assess their suitability and identify potential risks.
- Liaise with referral agencies and ensuring that vacancies are filled within an appropriate time scales and in-line with Penrose's Referral Policy and void targets are met.



- Ensure that service users are aware of their rights and responsibilities regarding welfare and benefits.
- Act as the primary CNRW or Link Worker to named service users as designated by your line-manager
- Plan and co-ordinate individual recovery and resettlement packages for the Service User liaising with the appropriate agencies and care professionals to ensure successful delivery of the plans.
- Constantly ensure there is genuine engagement with the Service users using appropriate methodologies and inventions to encourage and support their engagement and progress towards greater independence and community integration.
- Encourage service users to participate in the running and development of Service / Social Enterprise initiatives, training interventions, volunteering or work experience within Penrose
- Provide / arrange for various advice, advocacy and or information to service users in relation to physical health matters, substance misuse welfare benefits, education, employment and training, life skills and any other identified support needs
- To positively respond to service users who may need assistance at night, with the support of the on-call manager if necessary in emergencies.
- Dealing with any disputes or emergencies.
- Having an understanding of the needs of the client group and working in an understanding and flexible manner using assessment and evaluation skills.
- Updating service user files with relevant information.
- Ensure that at all times, work is conducted within the policy and procedural framework established. Ensuring full up to date knowledge and understanding of policies, procedures and legislation at all times.

#### **HOUSING / PORPERTY MANAGEMENT**

- To assist the Service Manager in managing health & safety, maintenance, rent/charges collection, arrears and void control, across the team
- Sign up new service users with appropriate Tenancy Agreement following correct procedures. Assist them to take up occupancy of their room and provide them with induction, including information on the conditions of their tenancy, tenant's charter, Penrose policies and procedures and relevant local information in consultation with RSL's.
- Ensure that service users understand their rights and responsibilities regarding welfare benefits, and assist them in making their claims in order to maximise their income.
- Ensure that adequate records are kept of any action taken regarding a tenant's breach of agreement. In particular, to monitor the payment of rents, and to avoid and recover rent and service charge arrears.
- Assist service users with arrangements for moving into the property, ensuring benefits are applied for, utilities connected, maintenance problems resolved and that the property is properly furnished
- Carry out pre-void inspections of Penrose properties making arrangements with service users for replacement or repair of Penrose property.

#### **LIAISON AGENCIES AND LOCAL COMMUNITY**

- Develop and maintain good community relationships within the local community, particularly with direct neighbours and other interested parties.



- Liaise with other agencies, ensuring that access to services is maintained and that information is accurately and promptly communicated to other relevant professionals and carers as directed by policy and good practice.

#### **ADMINISTRATION**

- To complete reports (either electronically or written), including service user's support plans, case notes and other documentation for managers, members of the management board and other agencies, as directed by your line manager in a timely and accurate manner and in accordance with policy and procedure
- To input and extract information from computerised packages, client monitoring system, and other database systems.
- Collect and monitor payments of rents and service charges, deal with service users that are in arrears whilst liaising with housing benefit and DSS concerning direct pay
- To follow and adhere and ensure up to date knowledge to all Penrose's policies, procedures and rules at all times
- When requested to provide guidance and support to relevant workers, such as volunteers, students, etc., in line with the relevant policy and procedure.
- Attend internal and external meetings and training as directed by your line manager
- Any other general administrative tasks to be completed ad hoc as requested by the management team.

#### **HEALTH & SAFETY AND ENVIRONMENT**

- Promote and encourage best practice in Health & Safety and Environment
- To take individual responsibility with the other staff for the personal health and safety of all people working, living or visiting the service. Especially in response to emergency situations
- Ensure that you are fully conversant with all aspects of the project's Health & Safety Policy, Hygiene, Fire Alarm and related policies and procedures dealing with emergencies etc.
- Ensure all the organisations rules/policies regarding Health, Safety and the Environment are strictly adhered to and that safe working practices are adopted at all times and risk assessments are both carried out and followed
- Report any concerns relating to health and safety issues at the earliest opportunity to your line-manager
- Ensure the service is kept clean and taking appropriate action to maintain the condition of the building.
- Carrying out hourly regular checks in the service, checking conditions of all communal areas.
- Carrying out service user room checks as necessary.
- Monitoring and reporting on the internal and external environment via the CCTV, including local resident phone calls, and taking appropriate action.
- Collection and deliveries of goods and storing of light goods as required.

#### **EQUAL OPPORTUNITIES**

- Ensure consistent and effective implementation of Penrose's Equal Opportunities & Diversity policy and procedures
- Positively promote an environment within Penrose which respects and values the diversity of both staff and service users.

#### **CLEANING DUTIES**



- To undertake general cleaning duties including household tasks such as ordering products and ensuring that stock levels are maintained and to keep records in accordance with the agreed cleaning rota.

### **OTHER DUTIES**

- Attend meetings and training commensurate with the post of Complex Needs Recovery Worker, as requested by your line manager.
- Maintaining a friendly and supportive environment within the project.
- Cleaning and preparing rooms for new SU arrivals as necessary.

When requested to provide guidance and support to relevant workers, such as volunteers, students, etc. in line with the relevant policy and procedure.

### **Other Responsibilities and Duties as Required**

- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

### **SHIFT PATTERNS / ROTA'S**

- **24 hour 7 day week rota. All staff work day and night.**

*Please note that this job description is subject to change (following consultation) depending on the needs of the organisation.*



## Person Specification

Complex Needs Recovery Worker

Qualifications and Experience	Rating	Application Form	Interview
Appropriate professional qualification: NVQ / Diploma level 3 in Health & Social Care / Community Justice or professional equivalent	Essential	√	
Experience of working with offenders who may have mental health issues / substance misuse / challenging chaotic behaviours	Essential		√
On the job experience of drafting and agreeing support plans and providing appropriate interventions for service user and liaising with other professional to bring the plans to fruition	Essential	√	√
Clear evidence and experience of successful reintegration of clients into the community	Essential	√	√
Experience of providing housing support and practical assistance within a residential or outreach support role.	Desirable	√	√
Experience of void management	Essential		√
Knowledge	Rating	Application Form	Interview
Excellent understanding of the housing and social needs of offenders	Essential	√	√
Understanding and practical application of key legislation regarding social care, housing, criminal justice and mental health	Essential	√	√
Knowledge of Health & Safety and Equality legislation and practice	Desirable	√	√
Understanding and practical knowledge interventions of the social and societal marginalisation can be attached to people with mental health issues and offending behaviour	Essential		√
Skills and abilities	Rating	Application Form	Interview
Excellent and proven ability to form effective positive and motivational relationships	Essential		√
Excellent communication skills both written and oral with both internally and externally with outside agencies and bodies	Essential		√
Able to influence and negotiate positive	Essential	√	√



outcomes with the clients and supporting professional bodies			
Ability to maintain accurate records and write clear reports using bespoke software and branded packages	Essential	√	√
Sensitive to both clients and staff needs	Essential		√
Able to take part in a range of therapeutic / work focused groups	Desirable	√	√