# Grading
# Job Description and Employee Specification

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|---|---|
| **Job title:** Recovery Officer | **Service area:** Adults & Health |
| **Post number:** | **Division:** Housing, Rehabilitation and Recovery |
| **Grade:** Grade 4 | **Section/team:** Supported Living |

**Overall purpose of job:**

To carry out practical recovery support within the community at dispersed supported living accommodations, with people including those with mental health needs, learning disabilities/difficulties, multiple disadvantages, substance misuse and physical disabilities, with a focus on supporting people to be independent.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

**Main responsibilities:**

1. Effectively manage a case load under supervision with a varying complexity.
2. To provide individuals with recovery support in order to promote individuals to develop skills to live independently in the community and successfully move to a permanent tenancy from supported living accommodation.
3. Contribute to assessments/review of the above complex lives defined client group and participate in the active reablement support to ensure that assessed needs are met, that individual independence is maintained, and risk management and outcomes are achieved.
4. Support people using a range of interventions to meet the assessed needs of vulnerable adults working collaboratively with service users, families, team and wider agencies to support sustainable housing, recovery and social inclusion.
5. Conduct regular support work, including shifts at our front facing support offer.
6. Gather information to determine people's financial circumstances and needs, providing or arranging benefits advice and support where appropriate. Assist in securing, individual property, finance and other interests as required. Provide information to enable people to make informed choices.
7. Provide practical and emotional support through a variety of individual and group interventions, to enable people to manage their circumstances and live as independently as possible within their own home.
8. Take appropriate precautions to maintain individuals' confidentiality and dignity while promoting equality, diversity and rights.
9. Observe individuals' general well-being, reporting as appropriate and recording any changes to line manager and other relevant professionals and support agencies. E.g. mental health social work team, substance misuse teams, health services etc

10. Ensure all risk assessments are up to date, reviewed and any changes are reported to line manager.

11. Contribute to case discussions and multi-disciplinary team forums, presenting information in relation to individual or team development requirements.

12. Maintain electronic records and complete workload. Provide measurable data to line managers and other professional to monitor progress against assessed needs.

13. Act as an ally to ensure an inclusive working environment.

**Knowledge, skills and experience:**

- Level 3 qualification in a relevant field, or equivalent knowledge, skills and experience.
- Have an awareness and understanding of housing, health and social care.
- Experience of providing practical and emotional support to others.
- Experience in the use of information technology.
- Knowledge and understanding of safeguarding.
- Ability to implement and review individual support plans for people ensuring maintenance and/or development in relation to personal, emotional and social needs.
- Good communication skills and can provide and receive information and build relationships with others, including those individuals who may have communication difficulties.
- Ability to contribute to case discussions in multi-disciplinary forums.
- Ability to understand organisational policy and procedure including confidentiality and data protection.
- Ability to work independently and as part of a team.
- Ability to transport self around North Lincolnshire at various housing, health and social care locations in accordance with service need.

**Creativity and innovation:**

- Working to a pre-agreed support plan, work with individuals in a way that is responsive to need and controlled by the individual and achieves identified outcomes.
- Collaborate with housing, health and social care professionals together with partner agencies to effectively maximise individuals' potential and reducing or limiting time spent away from home.
- In accordance with pre-agreed support plans, engage people in activities / learning opportunities that promote independence and wellbeing using their preferred communication style, liaising with other professionals where necessary. This may include group activities.

- In accordance with pre-agreed support plans, support individuals to regain/maintain maximum independence through the attainment of skills, social networks & practical support thereby facilitating lifestyle choices that enable people to live in their own homes.
- Work creatively with people to support them to engage with other providers as necessary, e.g. voluntary/third sector, health etc.

**Contacts and relationships:**

- People – daily when implementing individual support plans.
- Circle of support – daily when supporting, empowering and implementing individual support plans
- Statutory, and all other stakeholders – weekly to maintain contact and support networks with colleagues , both within and outside of the council to implement preventative support within the community to include a variety of housing providers and landlords
- Members of the general public – ad hoc when signposting and providing advice and guidance and information giving.
- Colleagues in health, social care and housing – daily when liaising in relation to support plans and the changing needs of individual.

**Decision making:**

- Contributes to decisions on issues affecting the lives of individuals through active participation in multidisciplinary meetings and reviews
- Makes decisions regarding appropriate escalation of issues relating to health and well-being, support plans and or safeguarding
- Priorities own workload and tasks working to agreed deadlines
- Takes responsibility for personal safety, giving regard to that of colleagues and working environments, reporting any concerns regarding health and safety
- Makes decisions regarding amendments to individual support plans and risk assessments seeking guidance as necessary

**Responsibility for resources:**

- Sole responsibility for a mobile phone and laptop with a combined approximate value of £850. Working away from the office base up to 80% of working time.

**WORK ENVIRONMENT**

**Work demands:**

- Nature of work dictates a changing environment with a degree of unpredictability relating to new and unknown clients.
- Expected to work flexibly to meet demands of the service which may be required across networks.
- To manage own workload and prioritise tasks.
- Workload may be open to changes in demand and timescale due to the unpredictability of the client group and nature of the work.
- To work a rota including evenings and weekends

**Physical demands:**

- The post holder will be required to support people in activities in and outside the home environment including participation in encouraging daily living skills.
- May on occasion, be required to assist a wheelchair user or someone with impaired mobility needs eg, assisting to negotiate the stairs or supporting with bags.
- Ability to transport self around North Lincolnshire in a timely manner.

**Working conditions:**

- Work is carried out in individuals' homes where conditions, at times, may be considered as disagreeable.
- Hybrid working is supported although there is a requirement to attend the office base as directed
- Work may be undertaken both inside and outside.
- May be required to work at other housing, health and social care locations.
- Work to be undertaken over a rota which includes evening and weekend working

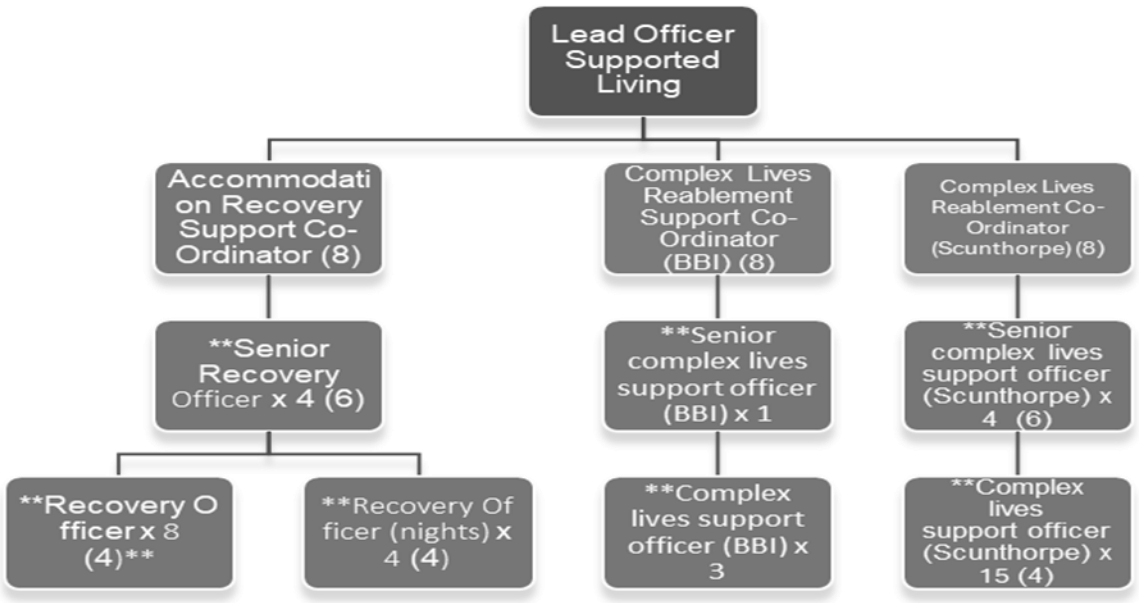
**Work context:**

- Potential risk of challenging behaviour
- Lone working when visiting clients' homes/supporting clients when out and about.
- On occasion may be required to accompany people around North Lincolnshire

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**Position in organisation:**

Indicate how many staff the post is directly accountable for: 0




| Job Description Version Control | |
|---|---|
| Date evaluated | |
| Date updated | |
| Updated by (manager name) | |
| Checked by (HR name) | |

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| ESSENTIAL CRITERIA | ASSESSED THROUGH: |
|---|---|
| **Knowledge, Skills and Experience** | **Application form (follow up at interview)** |
| • Have an awareness and understanding of housing, health and social care.<br>• Experience of providing practical and emotional support to others.<br>• Experience in the use of information technology.<br>• Knowledge and understanding of safeguarding.<br>• Ability to implement and review individual support plans for people ensuring maintenance and/or development in relation to personal, emotional and social needs.<br>• Good communication skills and can provide and receive information and build relationships with others, including those individuals who may have communication difficulties. | |
| **Knowledge, Skills and Experience** | **Interview** |
| • Ability to contribute to case discussions in multi-disciplinary forums.<br>• Ability to understand organisational policy and procedure including confidentiality and data protection.<br>• Ability to work independently and as part of a team. | |
| **Education, Training and Qualifications** | **Original documents** |
| • Level 3 qualification in a relevant field, or equivalent knowledge, skills and experience. | |
| Working Arrangements | Interview |
| • Ability to transport self around North Lincolnshire at various housing, health and social care locations in accordance with service need.<br>• Rota in place to include evening and weekend working | |

| THE POST IS SUBJECT TO: | |
|---|---|
| **Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974** | |
| **Yes x** | **No ☐** |
| **Political restriction** | |
| **Yes ☐** | **No x** |
| **The ability to speak fluent English under the Immigration Act 2016** | |
| **Yes x** | **No ☐** |

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| • Version Control | |
|---|---|
| **Author** | HR Policy Team |
| **Status** | V0.1 |
| **Date approved** | 19 September 2012 |
| **Last updated** | 21 December 2021 |