

## Youth Recovery & Well-being Worker – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Worthing, Arun, Midhurst
Reporting Line	Recovery and Well-Being Services Manager
Grade	Grade 3
DBS – Level Required	

**Job Description** - A summary of the role and key tasks needed to perform the job.

<b>Job Summary</b>
<p>Coastal West Sussex Mind runs a range of recovery services for adults and young people with mental health problems in West Sussex, in Worthing, Littlehampton &amp; Midhurst. Within this, we offer a specific service for young people aged 16-25. The role of the Youth Recovery Worker is, by working in partnership with and outreaching into local youth services, to develop and deliver recovery and well-being focused interventions for young people with mental health problems.</p>
<b>Scope &amp; Accountabilities</b>
<p>This role has no line report responsibilities but works alongside service users under the guidance of the Recovery and Well-Being Team Manager.</p>
<b>Key Tasks</b>
<ol style="list-style-type: none"> <li>1. To develop and maintain strong partnerships and links with young people services in the local area including local colleges, CAMHS, youth services, early intervention in psychosis services as well as any other appropriate services.</li>   <li>2. To outreach into and provide recovery and well-being interventions in youth settings including recovery planning, learning and development and also social events/clubs depending on local needs and also working in partnership with other agencies to provide this where possible and using appropriate theories, methods and skills in order to promote individual service users' ability to better manage their problems and difficulties.</li> </ol>

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3. To promote services offered to young people in local area to public and professionals and to develop and provide youth focused information and publicity in a range of ways including social media.
4. Once a younger service user group (16-25) is identified, support the development of younger service users, who could become peer mentors and work with peer support and the CWSX Mind Peer Support and User Involvement Lead to develop existing accredited peer mentor course for younger service users.
5. Work with younger service users to develop the service and ensure involvement of young service users in the provision of services.
6. Work with young peer mentors to deliver recovery focused support to young people.
7. Work with prevention and training services to look at how young peer mentors can contribute to awareness raising, resilience building and anti-stigma work with young people.
8. Under the guidance of the Manager to take responsibility for developing and overseeing the operation of administrative processes which supports the delivery of young peoples' interventions.
9. Within the BeOK service to ensure that CWSX Mind's policies around safeguarding adults and protecting children are effectively delivered
10. To represent the service at local meetings with external partners and stakeholders and within CWSX Mind within organisational meetings.
11. Alongside the team manager to lead effective communication with the staff team and be responsible for facilitating effective team working.
12. To contribute to business plan development for the service.
13. To undertake any other tasks and duties as required as requested by the Manager and to meet the requirements of the service.
14. To be aware of and follow all Health & Safety regulations, particularly related to work surroundings.
15. Adhere to CWSX Mind policies and procedures.

**Person Specification** - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

<p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>• Strong evidence of previous training or learning (formal or informal) which relates to supporting young adults who have mental health needs is essential for this role along with good literacy, IT and verbal communication skills.</li> </ul>
<p><b>Preferred Qualifications</b></p> <ul style="list-style-type: none"> <li>• Any formal qualifications or training in relation to mental health, counselling, communication is desirable for the role.</li> <li>• PTLLS or equivalent trained with teaching/training experience.</li> </ul>
<p><b>Essential Professional &amp; Technical Knowledge, Skills and Abilities</b></p> <ol style="list-style-type: none"> <li>1. Knowledge, skills and abilities regarding working with young people with mental health needs.</li> <li>2. Broad knowledge, experience and/or training in working with service users on a one to one basis and in groups using appropriate theories, methods and skills in order to promote individual service users' ability to better manage their problems and difficulties.</li> <li>3. Able to work with service users to construct good assessments of needs for services/personal development.</li> <li>4. A knowledge and understanding of working in groups and group dynamics.</li> <li>5. Knowledge of and a commitment to user led services and able to facilitate a recovery focus model.</li> <li>6. Highly motivated and able to learn and understand new concepts and apply new methods, whilst taking responsibility for their own personal development. Willingness to seek advice appropriately, to accept supervision and training as required.</li> </ol>

**Competencies – Supervisory Level 3: Core, Skilled & Supervisory** - All staff are required to meet the competencies and indicators in the CWSX Mind Competency Framework at the appropriate level for their role. Below are the competencies and indicators relevant for this role:

**1. Demonstrating Personal Qualities**

	<b>Core</b>	<b>Skilled</b>	<b>Supervisory</b>
<b>1.1 Developing self-awareness</b>	<p>Recognises and articulates their own values and principles, understanding how these may differ from those of other individuals and groups</p> <p>Is open to and responds positively to constructive feedback from colleagues and managers</p>	<p>Identifies their own strengths and limitations, the impact of their behaviour on others, and the effect of stress on their own behaviour and identifies effective ways to manage this</p>	<p>Identifies their own emotions and prejudices and understand how these can affect their judgment and behaviour.</p> <p>Uses effective methods to achieve emotional intelligence (defined as the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically)</p> <p>Challenges perceptions and inbuilt prejudices of others positively</p>
<b>1.2 Managing yourself</b>	<p>Undertakes their workload and activities to a high standard, fulfilling work requirements and commitments, without constant supervision</p> <p>Able to communicate in good time any concerns regarding their work/workload with their manager/team, to achieve effective time management and minimise stress in order to maintain good physical and mental health</p> <p>Able to model what they are promoting, including good physical and mental health, straightforward communication, demonstrating hope and belief in new opportunities and positive outcomes</p>	<p>Uses creativity, initiative and good judgement throughout their work</p> <p>Upholds personal and professional ethics, in-line with the values and culture of CWSX Mind</p>	<p>Acts decisively, confidently, positively and confronts and resolves issues in a timely manner</p> <p>Actively involved in promoting high levels of service and expected behaviour across CWSX Mind by being a positive role model</p>

<b>1.3 Continuing personal development</b>	<p>Positively changes their behaviour in the light of feedback and reflection</p> <p>Completes training and learning opportunities where appropriate and available</p>	<p>Acknowledges mistakes and treats them as learning opportunities</p> <p>Participates in various continuing professional development activities (e.g. meetings, training, reading relevant literature)</p>	<p>Actively seeks opportunities and challenges for personal and professional learning and development</p>
<b>1.4 Acting with integrity</b>	<p>Values, respects and promotes equality and diversity in work in-line with CWSX Mind's Equalities Policy</p> <p>Is able to vary work methods and approaches to meet diverse needs of service users</p> <p>Values differences in other people</p>	<p>Where appropriate, challenges other people's views if they are not in-line with appropriate conduct or CWSX Mind's Equalities Policy</p> <p>Communicates effectively with individuals, appreciating their social, cultural, religious and ethnic backgrounds and their age, gender and abilities</p>	<p>Upholds personal and professional ethics and values, taking into account the values of CWSX Mind and respecting the culture, beliefs and abilities of individuals</p>

## 2. Partnerships and Working with Others

	<b>Core</b>	<b>Skilled</b>	<b>Supervisory</b>
<b>2.1 Creating Partnerships with Service Users</b>	<p>Proactively works with service users in order to provide the best service they, and CWSX Mind, can deliver</p> <p>Actively involves and values service users as part of the team</p> <p>Able to maintain solid professional boundaries with service users</p> <p>Able to promote and work diligently to support service users' autonomy</p>	<p>Develops effective partnerships with service users which support person centred practice and self -efficacy</p>	<p>Identifies and leads opportunities for service user involvement and ways to learn from their experience and feedback</p>

<b>2.2 Developing Networks</b>	<p>Has and seeks positive links with colleagues, service users and people working in partner agencies</p>	<p>Promotes the sharing of information and resources with team members and managers/supervisors</p> <p>Pro-actively develops links and networks with external partner agencies which can support their work</p>	<p>Identifies and discusses potential opportunities where working in collaboration with others, internally and externally, enhances their work</p> <p>Creates opportunities to bring individuals and groups together to achieve goals, including service users</p>
<b>2.3 Building and maintaining relationships</b>	<p>Gains and maintains the trust, support and respect of colleagues and service users by using sound interpersonal skills</p> <p>Able to demonstrate patience and actively listens and empathises with others recognising different perspectives and points of view</p> <p>Manages positions of power appropriately</p>	<p>Communicates effectively with individuals and groups, and acts as a positive role model</p> <p>Able to use excellent written and verbal communication skills in order to present a positive image of “self” and the service, when communicating with service users and other agencies and uses tact and diplomacy</p>	<p>Ensures contacts are spread throughout the organisation which represent CWSM as a whole</p> <p>Gains and maintains the trust and support of external networks</p>
<b>2.4 Encouraging contribution</b>	<p>Respects, values and acknowledges the roles, contributions and expertise of others</p> <p>Confident in suggesting their own ideas</p> <p>Actively considers other people’s suggestions</p>	<p>Actively contributes to creating a respectful working environment which values contributions from all</p>	<p>Encourages people to engage in decision-making and to constructively challenge</p> <p>Looks for ways to constructively solve problems &amp; disagreements</p>
<b>2.5 Working within teams</b>	<p>Recognises the common purpose of the team and respects team decisions, contributions and compromises</p> <p>Actively participates in the team in order to generate ideas and to adopt a team approach</p> <p>Has a clear sense of their role, responsibilities and purpose within the team</p>	<p>Aligns team and individual objectives, to enable the team to be efficient, effective and creative</p>	<p>Willing to lead the team in an engaging, encompassing and creative manner</p> <p>Expresses ideas lucidly and presents arguments and messages to team members both verbally and in writing in a logical and clear manner</p>

### **3. Managing Work**

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	<b>Core</b>	<b>Skilled</b>	<b>Supervisory</b>
<b>3.1 Planning</b>	<p>Uses appropriate tools (i.e. to do lists, calendars) to plan workload and prioritise effectively</p> <p>Uses communication effectively to assist planning between managers, team members and service users</p>	<p>Considers how their own expertise can contribute to planning for themselves, the team and the organisation as a whole</p> <p>Supports and promotes plans for services that are part of the strategy for CWSX Mind</p>	<p>Appraises options in terms of benefits and risks</p> <p>Presents proposals which are logical, practical and persuasive</p> <p>Monitors and controls implementation of plans to ensure that their objectives are achieved to specification, in time and within budget</p>
<b>3.2 Managing Resources (staff, funding, buildings, materials etc..)</b>	<p>Ensures services are delivered as efficiently as possible, within available resources and avoiding unnecessary waste</p>	<p>Takes appropriate action when resources are not being used efficiently and effectively</p> <p>Suggests how resources can be used more effectively and creatively, working collaboratively with service users</p>	<p>Makes sensible contributions for budget setting in relation to constraints of resources</p> <p>Reviews the performance/roles of resources to ensure that planned service outcomes are met</p> <p>Motivates and makes staff feel valued</p>

<p><b>3.3 Work Contribution</b></p>	<p>Ensures set job tasks are met, surpassing minimum requirements</p> <p>Assists colleagues where possible</p> <p>Communicates effectively with managers and colleagues if there are issues with their work and/or deadlines</p> <p>Uses sound communication skills (written and verbal) to maximise work contribution</p> <p>Demonstrates proficient organisational skills and the ability to undertake administrative tasks efficiently and to a reasonable standard</p> <p>Has good IT skills and uses email and the internet appropriately in order to enhance their work</p> <p>Is flexible and adaptable</p>	<p>Whenever possible, uses initiative with their work and is creative in order to generate new ideas and solutions to problems</p>	<p>Makes a significant contribution to the work output</p> <p>Reaches clear conclusions based on understanding of underlying issues</p> <p>Makes contingency plans</p> <p>Has excellent verbal and written communication skills</p> <p>Can deliver administrative tasks efficiently and to a high standard.</p>
<p><b>3.4 Managing Performance &amp; Critically Evaluating</b></p>	<p>Takes responsibility/accountability for work performance and takes the opportunity to learn from past experiences</p> <p>Takes action to improve performance</p> <p>Acknowledges and is proud of oneself and colleagues when good work and outcomes are achieved for service users</p>	<p>Analyses information from a range of sources, both positive and negative, about their own performance (i.e. self-reflection, colleagues, managers and service users) and acts upon and makes positive changes to their work performance</p>	<p>Assists and supports team members to respond positively to constructive criticism and to develop their roles and responsibilities</p> <p>Encourages team members to take joint responsibility for their achievements and to be proud of these</p> <p>Takes responsibility for tackling difficult issues with staff members and their performance</p>



#### **4. Continually and Creatively Improving**

	<b>Core</b>	<b>Skilled</b>	<b>Supervisory</b>
<b>4.1 Encouraging improvement, creativity and innovation</b>	<p>Thrives to be creative in their work and generate new ideas in order to assist the best outcomes for service users</p> <p>Obtains and acts on service user feedback and experiences to develop new and existing services</p>	<p>Is confident to make their own suggestions and ideas for improvement and innovation to managers and colleagues</p> <p>Likewise, must be open to other suggestions even if they conflict with their own ideas</p>	<p>Uses evidence from a range of sources, both positive and negative, to identify options and solutions</p> <p>Appraises options, plans and takes action to implement and evaluate improvements</p>
<b>4.2 Facilitating transformation</b>	<p>Understands the need for change and continually improving</p> <p>Acts positively and confidently to propose and make changes</p>	<p>Questions the status quo in order to facilitate the organisation to continually grow and develop</p> <p>Considers change as an opportunity and understands the importance of change</p> <p>Is open, supportive and flexible in their work as well as when presented with change</p>	<p>Acts as a positive role model for innovation, creativity and change</p> <p>Articulates the need for innovation, creativity and change and its impact on people and services</p> <p>Motivates and focuses a team to accomplish innovation, creativity and change</p>
<b>4.3 Making Decisions</b>	<p>Acts in a manner consistent with the values and priorities of CWSX Mind</p> <p>Contributes their unique perspective to team, department, system and organisational decisions</p> <p>Where appropriate, be decisive after considering service users views and feelings</p>	<p>Uses information to challenge existing practices and processes</p>	<p>Carries out analysis against an evidence-based criteria set to make effective decisions</p>

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed:		Date:	
Staff member			
Signed:		Date:	
Line Manager			