

## Support, Time and Recovery Worker

**Service:** Adult Social Care  
**Grade:** Band 3 (scp 6-11)  
**Reporting to:** Team Manager  
**Responsible for:** No Direct Reports



### We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Working together to build the best future for all our communities / everyone in Trafford.***

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## A day in the life

'A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

### **Your Main Priorities**

To provide Support and give Time to an allocated group of service users to promote their Recovery. To assist the Multi-disciplinary team to assess, plan, implement and evaluate individual care plans. The purpose of this post is to work as part of a team focusing on the direct needs of service users working across boundaries of care and organisations using the agreed set of values and skills to underpin their day to day work.

### **Key duties**

- To be responsible for contributing to the care planning process of service users within the community teams. This will include attending and actively participating in Multi Disciplinary Teams, training sessions, care plan review meetings and communicating with the Multi Disciplinary Team (MDT) and care co-ordinator as required.
- To promote positively independent living within the community and plan activities in response to the needs of the service user and in line with their care plan.
- To develop a rapport based upon effective communication within appropriate and transparent boundaries.
- To provide practical support to service users and their carers in developing and maintaining dignity and independence.
- To provide support with daily living activities which promote social inclusion and recovery.
- To help service users gain access to resources including benefits and welfare rights.
- To provide information on health promotion and support access to health promoting activity.
- To work within the individuals risk management plan, helping to identify early signs of relapse by monitoring progress, level of functioning and mental state and alert the appropriate staff involved in the service user's care.

- To provide regular feedback through the agreed line management reporting line and maintain records as required using the ICIS system.
- To actively engage in the Knowledge Skills Framework process and undertake all learning and development opportunities as identified in the personal development plan. This includes mandatory training

## You Have

- NVQ Level 2 or working towards
- Experience of organising and facilitating meaningful therapeutic activities and an interest in working with individuals with mental health problems
- A basic knowledge of the Trust Risk Management Strategy
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English
- Ability to communicate effectively with a range of audiences including service users, community organisations and agencies
- Ability to listen effectively and to respond sensitively to distressed, disturbed or unpredictable behaviour with empathy, compassion and patience

## Your strengths

- Customer focused approach to service delivery
- Good written and oral communication skills
- Tact and diplomacy
- Ability to focus clearly to achieve defined results and outcomes
- Ability to work independently and as part of a team

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| <ul style="list-style-type: none"><li>• Ability to form positive therapeutic relationships with service users and carers</li><li>• An ability to provide practical support with daily living activities and promote and facilitate independent living, including accessing community resources</li><li>• Information Technology skills and an ability to keep accurate records</li></ul> <p><b>Special Working requirements</b></p> <p><b>This post is subject to an enhanced DBS check</b></p> <p>Ability to drive and daily use of a car, casual car user allowance will apply</p> |  |
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Date prepared/revised: June 2019 AM

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.