

INFORMATION PACK

Mental Health Recovery Worker





WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



What Paula thinks of our Recovery College

"It's warm and welcoming. I would, and have, recommended this course and the whole of the Recovery College to everyone I have spoken to. It changed my life. This and the phone calls from my Recovery Support worker saved me and I will always be grateful."

Mental Health Recovery Worker

At Teesside Mind we work with people in a recovery-focused way across two areas of the service. We are currently recruiting in both areas.

Recovery Worker - will work as part of the Foundation and Recovery Service for Teesside Mind under Impact on Teesside. This pathway works with individuals who need support for their mental health alongside social stressors such as debt, housing and barriers to support.

Recovery Coach - will work as part of the Community Mental Health Transformation agenda. This framework sets out that individuals will receive mental health care where and when they need it, addressing inequalities in health care and social factors of mental ill health.

Main Duties

The post holder in each area will work to support those with more complex mental health and social care needs who, without support, are at significant risk of using crisis care, A&E or other unplanned care services. You will work be confident in working autonomously and providing assertive outreach support, motivation and brokerage to facilitate service user engagement into the right community services. You will promote independence and personal control.

- To work within the community to deliver an assertive recovery service
- To contribute to triage and assessment to identify eligibility, suitability and risk
- To undertake assessments, risk assessments and risk management
- To engage service users with complex needs using person centred and enabling approaches
- To proactively work with service users so they can access and benefit from appropriate services in a timely manner
- To undertake complex casework within a high demand service
- To work collaboratively with service users to implement support plans and specific outcome tools
- To work/liaise with partner agencies to ensure their involvement in and support for service users and the project, including GPs, mental health, criminal justice, voluntary sector and mainstream community services
- To ensure work/liaison is maintained with any partner agencies involved with individual care plans
- To work collaboratively with service users to maintain change and engagement with other partner agencies/appropriate services
- To work collaboratively with service users towards a planned ending and exit from the service
- To promote the service within the community
- To attend meetings and events and develop networks as appropriate
- To ensure that project targets are met
- To keep up to date service user records in line with policies and procedures
- To produce case studies and other evidence for inclusion in reports for managers and funders as requested.
- To contribute to service developments/quality improvements
- To be responsible for own Health and Safety and contribute to Health and Safety systems and safe working practices
- To undertake administrative duties as required and make appropriate use of admin support
- To ensure all activities are delivered within legal requirements and Teesside Mind's Quality Standards
- To work within the policies and procedures of Teesside Mind at all times
- To take part in support and supervision as required
- To take part in learning and development activities as required
- To undertake other tasks commensurate with the position as required

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Level 3 Health and Social Care qualification	●	
Graduate level qualification in a relevant area		●
Working with people with mental health needs	●	
Working with vulnerable adults with complex needs	●	
Working with eligibility criteria and to targets	●	
Experience of working in a community setting	●	
Successfully delivering planned interventions	●	
Working effectively with partners agencies	●	
Support planning	●	
Service improvement & development	●	

Knowledge	Essential	Desirable
Mental health problems, treatments and services	●	
Vulnerable and excluded groups and their needs	●	
A range of emotional, psychological, social and vocational interventions and techniques	●	
Local mainstream and targeted services across sectors	●	
An understanding of the need for a robust service model & its implementation	●	

Skills and Competencies	Essential	Desirable
Person-centred assessment, risk assessment, risk management & appropriate decision making on care pathways	●	
Collaboration, liaison, advocacy, partnership working & brokerage	●	
Excellent verbal and written communication	●	
Effective engagement and support planning	●	
Screening and rapid risk management	●	
Complex casework & management	●	
Case monitoring, coordination and endings	●	
Personal organisation, time management and problem solving	●	
Administration and excellent IT skills, including Office 365	●	
Ability to work remotely & autonomously or as part of a team	●	
Ability to promote & self-manage safe & effective practice	●	
Ability to work with minimum supervision, use own initiative & make appropriate decisions	●	
Ability to work under pressure and meet deadlines and targets	●	

Other Personal Qualities	Essential	Desirable
Caring, compassionate and person-centred approach	●	
Motivated, assertive and accurate worker	●	
Recovery focused, promotes independence & sense of personal control	●	

Other Personal Qualities	Essential	Desirable
Commitment to Mind's/Impact's values and objectives	●	
Willingness to work within Mind's/Impact's policies and procedures	●	
Willingness to undertake professional development	●	
Ability and willingness to work flexibly	●	
Ability to travel across Teesside for work purposes as required	●	

Main Terms and Conditions

Job Title:

Mental Health Recovery Worker

Contract:

Permanent

Responsible to:

Recovery & Foundation Team Lead

Hours:

Full time & part time available

Salary:

£27,661.67 FTE, pro rata for part-time

Location:

Teesside

Disclosure:

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Debbie Burdon.

Please complete the application form on our website.

**Closing date for applications:
Friday 19th September 2025**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

INFORMATION PACK

Mental Health Recovery Worker



The Mind Centre,
90-92 Lothian Road,
Middlesbrough, TS4
2QX.

T: 01642 257020

info@teessidemind.org.uk

