

Job Description

JOB TITLE	Recovery Enablement Worker
DEPARTMENT	Working within our 24-hour Residential Services in Coventry: • Berry Mews • Harry Salt House • St Clair Gardens
HOURS	37 hours per week
REPORTING TO	Service Manager
SALARY	£24,500 per annum
CONTRACT TYPE	Permanent

JOB SUMMARY	The purpose of the Recovery Enablement Worker role is to deliver high-quality, person-centred practical and emotional support to clients residing within our 24-hour recovery units. The role focuses on providing recovery-oriented support that promotes empowerment, wellbeing, equality, diversity and inclusion, enabling clients to achieve and sustain the highest possible level of independence. This may include providing light-touch personal care in line with individual needs and care plans. The Recovery Enablement Worker will support clients to develop the skills, confidence and resilience required to manage their mental health, sustain tenancies and progress along the accommodation pathway towards greater independence and positive recovery outcomes.
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KEY RESPONSIBILITIES
CLIENT RESPONSIBILITY • Assess referrals and contribute to assessment and allocation processes for prospective clients. • Complete, review and update individual risk assessments and risk management plans to ensure client safety and wellbeing. • Support clients throughout the move-in process, including preparing accommodation, organising moves and completing all relevant paperwork. • Ensure clients understand and adhere to the terms of their licence agreements, including providing inductions, client handbooks and health and safety guidance. • Support clients with budgeting, rent, service charges, benefits and financial management, working in partnership with the benefits advice team and external agencies to maximise income and sustain tenancies.

- Deliver person-centred practical and emotional support, promoting recovery, independence, resilience and wellbeing.
- Maintain regular and meaningful contact with clients through planned support sessions, face-to-face meetings, telephone support and welfare checks.
- Support clients to develop daily living skills, assisting with cooking, shopping, personal hygiene and housekeeping.
- Encourage the development of interpersonal and social skills, building confidence and supporting access to community opportunities and services.
- Respond appropriately to crises, safeguarding concerns and emergencies, ensuring timely escalation in line with organisational procedures.
- Act as a lead worker for allocated clients, coordinating support plans, reviews and risk management.
- Provide advocacy, emotional support and assist with self-medication programmes where appropriate.
- Provide light touch personal care where required.
- Support clients to resolve disputes and maintain positive relationships within the unit.
- Ensure all client records, including support sessions, risk assessments, and incidents are accurate, up to date and completed within required timescales.

CLIENT INVOLVEMENT

- Plan and facilitate meaningful activities that promote client wellbeing, recovery, independence and social inclusion.
- Encourage and support clients to engage in internal and external activities, groups and opportunities.
- Promote and support participation in Expert by Experience opportunities across CWW Mind and partner networks, enabling lived experience to inform service development.

PARTNERSHIP WORKING

- Liaise and work collaboratively with mental health professionals, healthcare providers, external agencies and community partners to achieve positive outcomes for clients.
- Attend and contribute to Multi-Disciplinary Team (MDT) meetings, reviews and case management discussions as required.

TEAM WORKING

- Work flexibly as part of a team, providing cover and operational support where required to maintain safe and effective service delivery.
- Collaborate across the wider residential pathways within Coventry, Warwickshire and Worcestershire Mind, supporting clients to move between services as their needs change, including step-up and move-on arrangements.
- Work across all 24-hour Recovery Support Residential within Coventry, Warwickshire and Worcestershire Mind.

QUALITY, MONITORING & COMPLIANCE

- Maintain up-to-date knowledge of mental health, welfare benefits, safeguarding, housing legislation and supported accommodation requirements.
- Encourage clients to express their views, preferences and choices while promoting dignity, equality, diversity and inclusion.
- Participate in audits, monitoring, evaluations and quality assurance processes to ensure compliance with organisational, funding, legislative and regulatory standards.

HEALTH AND SAFETY

- Maintain high standards of cleanliness, hygiene, health and safety within the accommodation, reporting repairs and defects promptly.
- Support with health and safety checks.

OTHER DUTIES

- To participate in training as appropriate and to attend regular personal supervision sessions, , team meetings, appraisals and ongoing professional development activities.
- To undertake these duties in a framework that recognises the diversity of clients and encourages equality of opportunity for all.
- To contribute fully to the corporate aims and objectives and work within CWW Mind's values, policies, and procedure.
- To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder.

This job description is not intended to be exhaustive. The post holder may be required to undertake other duties that are consistent with the purpose of the role and are commensurate with its grade and level of responsibility.

Person Specification

Coventry, Warwickshire and Worcestershire Mind is committed to employing staff that have the necessary skills and experience to undertake the duties required of each role. In addition, Coventry, Warwickshire and Worcestershire Mind is committed to developing and supporting staff, enabling each individual to carry out the responsibilities of their post to the best of their ability. Staff are encouraged to take part in a comprehensive training package. The organisation would expect the following from staff:	
Essential/Desirable	
EXPERIENCE • Experience of working in the mental health care sector. • Experience supporting service users with their Mental Health • Experience of working with a wide range of agencies. • Experience in dealing with individuals with challenging behaviors. • Experience in supported housing or social care settings. • Experience in risk assessment and safeguarding.	D E D D D D
SKILLS AND ABILITIES • Excellent communication skills, both verbal and written. • Coaching/Motivational Interview skills. • Able to use a computer and/or other electronic device. • Ability and experience of working with a wide range of people. • Able to work as part of a team. • Ability to co-ordinate and prioritise a range of duties and responsibilities. • Motivation skills. • Ability to handle sensitive and confidential information with discretion. • Strong organisational and time-management skills. • Experience working with multi-disciplinary teams or external partners. • A compassionate and empathetic approach to working with individuals with mental health challenges. • Proactive, self-motivated and able to work independently as well as part of a team. • Competent to support clients in a person-centered manner. • Courage to do the right thing for clients whilst respecting their individuality, dignity and personal choice. • Ability to problem solve.	E D E E E E E E E D E D E E
KNOWLEDGE • Legislation and guidelines, such as the Care Act, Mental Health Act and Safeguarding Adults procedures. • Mental health conditions, supported accommodation services and recovery-focused approaches. • Understanding of trauma-informed and recovery-focused practice. • Awareness of housing-related support, tenancy sustainment and homeless prevention. • Confidentiality and GDPR. • Welfare benefits. • Supported housing compliance and health and safety.	D D D D E D D
EDUCATION / QUALIFICATIONS • Evidence of continuing professional development.	D
ATTITUDES • Enthusiastic and innovative approach. • Strong commitment to empowering clients. • Commitment to valuing fair access and diversity.	E E E

• Commitment to client involvement. • Flexible approach to working. • Committed and supportive approach to the strategic aims of the organisation.	E E E
GENERAL • IT literate. • A valid driver's license and business insurance is required for travel between residentials. • DBS (Disclosure and Barring Service) check is required for this role.	E D E

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