



Devon Mental Health Alliance
Working together for better mental health across Devon

Recovery Practitioner

Job Information Pack 2024



www.mentalhealthdevon.co.uk

Thank you for your interest in becoming a Recovery Practitioner for the Devon Mental Health Alliance!

The Devon Mental Health Alliance (DMHA) has been commissioned through the Community Mental Health Framework to help transform the county's approach to mental health, by supporting greater connectivity between the voluntary, community and social enterprise (VCSE) sector and statutory partners.

We are passionate about developing and delivering services in partnerships with experts by experience, families, carers, and statutory and VCSE agencies — services that will have the best outcomes for people who are facing significant challenges in their lives. We are looking for new **Recovery Practitioners** with the right skills and experience to be at the forefront of this delivery.

These roles will be employed through one of our member organisations, depending on your chosen locality — **Devon Mind** for Plymouth, West and North Devon, or **Step One** for Exeter, Torbay, East and South Devon. Please refer to the individual job listing for more details about in which locality the role will be based. Successful applicants will work alongside the Locality Manager for their area to help deliver a mental health and wellbeing support offer.

Your role will entail a wide range of responsibilities, including delivering one-to-one emotional support, facilitating psychoeducational courses and support groups, and liaising with colleagues in local primary care network (PCN) and community mental health teams (CMHTs). You will play a pivotal role in working alongside people with mental health challenges, to help them navigate their own personal journey towards recovery and positive mental wellbeing.

We are looking for people with experience of working in person-centred, solution-focused roles with people from all walks of life who are seeking opportunities that will have positive outcomes for their mental health.

This is an exciting opportunity to play a key role in an innovative and impactful programme that is making a genuine difference to people's lives across Devon. You will be joining a committed and forward-looking team, with opportunities for you to grow your experience, skills, and influence as the programme develops.

For more information about this role, please contact your Locality Manager:

- Plymouth, West & North Devon: Kelly Morriss, kelly.morriss@devonmind.com
- Exeter, East & South Devon: Lewis Tanner, lewis.tanner@steponecharity.co.uk

The recruitment process

Our recruitment and selection process aims to select the applicant whose qualifications, experience, knowledge, and skills most closely match the role requirements as set out in the Job Description and Person Specification.

How to apply

If you're applying in Plymouth, West or North Devon via Devon Mind:

1. Download and complete the **Application Form** from the job listing online. Please ensure that you show how you meet the Person Specification, giving examples of previous experience where relevant as evidence.
2. Download and complete the **Personal Details Form** from the job listing online. We do not collect personal data on the Application Form, as we operate a 'blind' shortlisting process.
3. Download and complete the **Equal Opportunities Monitoring Form** from the job listing online. The information provided on this form is not used in any way during the recruitment process.
4. Send all of your completed forms to vacancies@devonmind.com.

If you're applying in Exeter, Torbay, East or South Devon via Step One:

Step One operates an online application process. On the online job listing for the role, simply click the 'Apply for this job' button and follow the instructions.

Interviewing

Interviews will take place on a rolling basis either at the Devon Mind office in Plymouth, at the Step One office in Exeter, or remotely via Microsoft Teams — this will depend on your chosen role's locality. The purpose of the interview is for us to ask questions to expand on the information you have provided in your application, so we can make a judgment on the extent to which you meet or exceed the selection criteria. We aim to do this objectively and fairly — the questions we ask will be specifically aimed to test the selection criteria.

To provide us with as much information as possible about each candidate's abilities, we may ask you to carry out a job-related selection exercise (such as a presentation) during your interview. You will be asked to prepare this beforehand and we will send you details prior to the interview. If you are selected for interview, you may be required to present documentary evidence to confirm your identity and any qualifications listed on your application.

Job description

Job title	Recovery Practitioner
Main purpose	To deliver high-quality person-centred support services to individuals with a broad range of mental health and social issues
Salary range	Up to £24,500 (pro rata if part-time)
Term	Fixed term until January 2025 (potential 2-year extension)
Location	Hybrid — office, community and remote
Hours	Full-time (37.5 hours) and part-time available, occasional evening and weekend work may be required
Reports to	Locality Manager
Annual leave	31 days per year (includes 8 bank holidays) — increases by 1 day per year up to max. 36 days after 5 years
Pension	NEST Workplace Pension Scheme
Secondments	We will accept secondments into this role

Main responsibilities

- Provide one-to-one practical and emotional support to individuals via face-to-face, telephone, email, and video conferencing platforms as required, including but not limited to:
 - » working in a solutions-focused manner to assist individuals to overcome a range of barriers,
 - » preparation and co-production of appropriate plans (e.g. wellness recovery action plans) to enable individuals to improve their personal resilience to manage their mental health challenges,
 - » maintaining regular supportive contact with each person to assist them to achieve their goals,

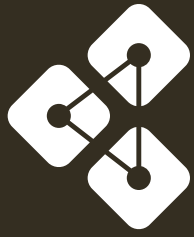
- » providing practical health and wellbeing support and interventions, and
- » supporting individuals to access a range of activities and interventions across settings (e.g. primary care services and community support).
- Deliver appropriate group interventions with a mental wellbeing and resilience emphasis. This could include, but is not limited to, support groups and personal skills development courses and workshops.
- Take an holistic approach based on individual priorities and wider determinants that impact on their health and wellbeing, such as debt, poor housing, unemployment, homelessness, loneliness, and caring responsibilities.
- Work as part of an integrated team including PCN mental health multi-agency, locality mental health, and specialist mental health teams, to ensure the best outcomes for each individual accessing the service.
- Operate in a person-centred, non-judgmental manner.
- Establish and maintain strong relationships within the service, and with wider VCSE and statutory delivery partners.
- Develop and maintain excellent working links/partnerships with external agencies to support delivery and assist individuals to reach their goals.
- Advocate for individuals when required, to ensure their wishes are heard and that they receive the services to which they are entitled.
- Ensure that record-keeping is always maintained to the required standard, contributing to service monitoring requirements.
- Attend relevant internal and external meetings as requested.
- Ensure any areas of identified risk or concern are documented and raised within the team.

Other responsibilities

- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
- Ensure the values of the Devon Mental Health Alliance and your hiring organisation are upheld across the organisation and partnership.
- Represent the Devon Mental Health Alliance and your hiring organisation at external events as and when required.
- Carry out duties in accordance with Devon Mental Health Alliance and your hiring organisation's principles, policies, and procedures.
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisals.

Person specification

Criterion	Essential criteria	Desirable criteria
Education & Qualifications	<p>NVQ Level 3 or other relevant mental health/social care/wellbeing qualification</p> <p>Evidence of continuing professional development</p>	<p>Level 3 Award in Education and Training</p> <p>Ongoing training in psychologically-informed practice</p>
Experience	<p>Experience of working in a similar role in the voluntary or public sector</p> <p>Experience of working in a solution-focused way with individuals who have, or have had, mental health challenges</p> <p>Experience using video conferencing platforms such as Teams or Zoom</p> <p>Experience of facilitating group sessions</p> <p>Experience of preparing resources and materials to a high standard</p>	<p>Experience of working in a multi-disciplinary team</p>
Knowledge & Understanding	<p>Understanding of the issues and barriers faced by people with mental health needs</p> <p>Understanding of the triggers, causes, and presentations of mental ill health and the ability to manage it</p> <p>Understanding of recovery plans and how to develop them</p> <p>Understanding of safeguarding and health and safety</p> <p>Understanding of data protection and confidentiality</p> <p>Good working knowledge of IT systems including word processing, spreadsheets, and presentation software</p>	<p>Knowledge of Devon-wide mental health provision</p> <p>Experience of using case management databases</p> <p>Understanding of the importance of data collection for monitoring outcomes and meeting funding requirements</p>
Skills & Attributes	<p>High degree of digital literacy and competency, including excellent working knowledge of Microsoft Office programmes (Word, Excel, and PowerPoint)</p> <p>Ability to manage risk, recognise urgency, make judgments, and take decisive action</p> <p>Excellent oral, written, and listening skills; able to write and present clear, detailed reports</p> <p>Ability to build rapport and trust with people experiencing mental health issues</p> <p>Ability to inspire, motivate, and support others to make positive changes and put their health and wellbeing back on track</p> <p>Ability to set and maintain clear and appropriate boundaries</p> <p>Ability to work independently as well as part of a team</p>	<p>Ability to set up and run online courses using video conferencing platforms such as Microsoft Teams and Zoom</p>



Devon Mental Health Alliance

Working together for better mental health across Devon

The Devon Mental Health Alliance is a partnership between six organisations dedicated to supporting people in Devon with mental health problems:

- CoLab Exeter: Charity number 1100990
- Devon Mind: Charity number 1181767
- Improving Lives Plymouth: Charity number 1066776
- Rethink Mental Illness: Charity number 271028
- Shekinah: Charity number 1097409
- Step One: Charity number 235434


www.mentalhealthdevon.co.uk

info@mentalhealthdevon.co.uk

 www.facebook.com/devonmha

 www.twitter.com/devonmha

 www.instagram.com/devonmha

 www.linkedin.com/company/devonmha