

## Devon Mental Health Alliance Recovery Practitioner Job Information Pack — February 2024

### 1. About the Role

The **Devon Mental Health Alliance** 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.

The Alliance is passionate about developing and delivering services that have the best outcomes for people facing significant challenges in their lives. We have a team of experienced and skilled **Recovery Practitioners** who are at the forefront of this delivery. These roles are employed through Devon Mind, working alongside the Alliance Locality Manager to help deliver a mental health and wellbeing support offer across **Devon**. This role entails a range of responsibilities, from delivering one-to-one emotional support, facilitating psychoeducational courses and support groups, and liaising with colleagues from a range of different organisations. You will play a pivotal role in working alongside people with mental health challenges to help them navigate their own journey to recovery and positive mental wellbeing.

We are now looking for Recovery Practitioners to work alongside the **First Response Service (FRS) in Devon**. FRS provides an urgent mental health service for people approaching or experiencing a mental health crisis. The service promotes a dynamic way of triaging and responding to crisis referrals.

We are looking for people with experience of working in a person-centred solution focused role 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 will make a genuine difference to people 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 position, please contact Kelly Morris, Devon Mental Health Alliance Locality Manager, via email [kelly.morriss@devonmind.com](mailto:kelly.morriss@devonmind.com)

## 2. Recruitment Process

The Devon Mind 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

1. Download and complete the **Application Form** – please do ensure that you show how you meet the person specification, giving examples of previous experience where relevant to evidence this.
2. Download and complete the **Personal Details Form** – we do not collect personal data on the Application Form as we have a ‘blind’ shortlisting process.
3. Download and complete the **Equal Opportunities Monitoring Form** – the information on this form is not used in any way in the recruitment process.
4. Return the forms above to **[vacancies@devonmind.com](mailto:vacancies@devonmind.com)**

Please note that we can only accept applications via email in Microsoft Word or PDF format. CVs will not be accepted.

### Interviews

Interviews are planned to take place **on a rolling basis at the Devon Mind offices in Plymouth. We can also conduct interviews remotely.** The purpose of the interview is to allow us to ask questions to expand on the information you have provided on your application form, so we can make a judgement on the extent to which you meet, or exceed, the selection criteria. We aim to do this objectively and fairly, and 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 will ask you to carry out a job-related selection exercise on the day of the interview. You will be asked to prepare this beforehand, and we will send you details prior to the interview date to carry out the exercise. If selected for interview, you will be required to present documentary evidence to confirm your identity and any qualifications listed in your application.

Unfortunately, we are not able to contact all unsuccessful applicants, but we thank you sincerely for your interest in this post.

### 3. Job Description

<b>Job title</b>	Devon Mental Health Alliance Recovery Practitioner
<b>Main purpose</b>	To deliver high quality person-centred support services to individuals referred from the Devon First Response Service (FRS).
<b>Salary</b>	£25,000 per annum
<b>Term</b>	2-year fixed term
<b>Location</b>	This role will operate across Devon (excluding Plymouth). Specific roles will cover the following localities – North, East, South and West Devon. Lone working in the community is required in this role.
<b>Hours</b>	Full-time (37.5 hrs) and part-time hours available. Occasional evening and weekend work as required.
<b>Reporting to</b>	Alliance Locality Manager
<b>Annual leave</b>	31 days (this includes 8 paid bank holidays) – increases by 1 day per year to 36 days after 5 years
<b>Pension</b>	NEST Workplace Pension Scheme
<b>Secondments</b>	We will accept secondments into this role.

#### Main Duties and Responsibilities

- Working within the community, you will be required to provide medium-term 1:1 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 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 a range of settings (primary care services and voluntary 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 the individuals' priorities and wider determinants of health that impact on their health and wellbeing, such as debt, poor housing, unemployment, homelessness, loneliness, and caring responsibilities.
- To work as part of an integrated team with the Devon First Response Service (FRS), and other multi-agency teams to ensure the best outcomes for each person accessing the service.
- Operate in a person-centred, non-judgmental manner.
- Develop and maintain excellent working links/partnerships with external agencies to support delivery and assist people 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 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 Devon Mind are upheld across the organisation.
- Represent Devon Mind and the Devon Mental Health Alliance at external events as and when required.
- Carry out duties in accordance with Devon Mind principles, policies, and procedures.
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisals.

## 4. Person Specification

Criterion	Essential	Desirable
<b>Education/Qualifications</b>	<p>NVQ3 Level 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>
<b>Experience</b>	<p>Experience of working in a similar role in the voluntary or public sector.</p> <p>Experience of working with individuals who have or have had mental health challenges in a solution focused way.</p> <p>Experience using videoconferencing platforms such as Teams, Zoom, Skype.</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 multidisciplinary team.</p>
<b>Knowledge &amp; Understanding</b>	<p>Understanding of the issues and barriers faced by people with mental health needs.</p> <p>Understanding of the triggers, causes and presentation of mental ill health, and ability to manage it.</p> <p>Understanding of recovery plans and how to develop them.</p> <p>Understanding of Safeguarding and Health &amp; Safety</p> <p>Understanding of data protection and confidentiality.</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>

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Good working knowledge of ICT systems including word processing, spreadsheets and presentation software.

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**Skills &  
Attributes**

High degree of digital literacy and competency including excellent working knowledge of MS Office programmes including MS Word, Excel and PowerPoint.

Ability to manage risk, recognise urgency, make judgements, and take decisive action when required.

Excellent oral, written and listening skills. Ability to write and present clear and detailed reports.

Ability to build rapport and trust with people experiencing mental health issues.

Ability to inspire, motivate and support others to put their health and wellbeing back on track and make positive changes

Ability to set and maintain clear and appropriate boundaries.

Ability to work independently as well as part of a team.

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Ability to set up and run online courses using video conferencing platforms such as Zoom and Teams.