

ROLE PROFILE

JOB TITLE	Senior Housing Recovery Support Worker
SERVICE PROVISION	Recovery Housing, Portsmouth
SCALE RANGE	24 - 28
CONTRACT TYPE	Permanent
HOURS OF WORK	22.5 per week
LINE MANAGER	Jordan Murphy
DATE OF ISSUE	August 2026

Purpose of the service: The Recovery Housing provides accommodation and structured support and interventions for people with substance misuse related problems who may also have experienced homelessness. The role of the Senior Recovery Worker is to work alongside clients and help them to make positive changes to their lifestyle, access relevant services, such as drug services, and take control of their lives once again.

Specific Duties:

Staffing
1. Support the Management Team with the recruitment and selection processes and provide induction for new staff. 2. Model a psychologically-informed environment to staff and foster a culture of support and development 3. Ensure all staff are clear of their responsibilities and understand management expectations in terms of service delivery. 4. Provide day-to-day work supervision and coaching to staff, monitor performance and work output and take appropriate action to address performance issues in partnership with the Management Team and the HR Department. 5. Involve staff and volunteers in decisions about changes to services and encourage them to be innovative and creative to improve the quality of the services delivered. 6. Provide individual supervision and appraisals to all those under direct line management and identify their strengths, training and development needs. 7. Identify issues and keep clear records relating to performance, sickness and attendance, liaising with HR and the Management Team to address any issues as they arise 8. Promote and role model a one team approach at all times

Service Users

1. Undertake risk assessments in partnership with new service users and other agencies involved with them to ensure that they can be safely managed in the accommodation.
2. Be responsible for the case management of service users on your caseload as the lead Recovery Worker. This will include working with each individual on the development and ongoing monitoring of their Recovery Plan.
3. Promote the concept of recovery to service users emphasising the importance of healthy lifestyle choices and personal responsibility for their own long-term health outcomes.
4. Work in partnership with colleagues and other agencies, both statutory and voluntary, to provide effective support and achieve the best outcomes for service users.
5. Assist service users, through structured recovery planning and case management, to identify and access meaningful activity, including leisure activities, volunteering, training and employment, accompanying them where necessary to ensure they are able to participate.
6. Assist service users to learn and develop essential life skills that will enable them to achieve and sustain independence, including budgeting, cooking, housing and tenancy processes and any other life skills identified in their Recovery Plan.
7. Where relevant, facilitate psycho-social group work and activities in line with best practice and clinical guidelines.
8. Where relevant, assist service users engaged with substance misuse treatment and the Rehab to fully participate in the daily programme.

Accommodation and Housing Management

1. Liaise with the Housing Management Team to ensure that all service users are booked into the accommodation properly and understand the terms and conditions of their Licence or Tenancy Agreement, including their rights and responsibilities under their Agreement, and their obligation with respect to the payment of their accommodation charge.
2. Liaise with the Benefits Agency and Housing Benefit to ensure that each service user is in receipt of the correct benefits.
3. Ensure that all maintenance and repair needs and requests for replacement of furniture and furnishings are submitted following the correct procedure.
4. Encourage service users to participate in regular service user meetings for the purposes of consulting with them on service development and resolving issues and disputes within the accommodation amicably.

Finance and Administration

1. Account for and record all incoming monies, including rent and petty cash, in accordance with SSJ's Financial Procedures.
2. Prepare claims and invoices for the direct payment of accommodation charges from Housing Benefit.
3. Monitor rent arrears and liaise with statutory agencies and the SSJ Finance Team to initiate remedial action.
4. Adhere to the Handling Client Monies Policy when a service user receives individual support with managing their money.
5. Ensure all relevant service user information is uploaded to the appropriate IT system and is regularly updated.
6. Maintain service user files and records to the standard required.

Health and Safety

1. Ensure that all service users understand their responsibility for maintaining the hygiene and cleanliness of their own personal space as well as communal areas.
2. Participate as required in all regular health and safety checks and procedures.
3. Ensure that all accidents and incidents are reported following the correct procedures.
4. Ensure that all safeguarding concerns involving service users are reported following the correct procedures.
5. Adhere to SSJ's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you (colleagues, clients, visitors etc.).

Additional Requirements:

1. Attend all staff meetings, supervision meetings and other meetings as directed by your Line Manager.
2. Participate in setting, monitoring and achieving annual team targets.
3. Attend all training courses as directed by your Line Manager.
4. Adhere to all of SSJ's Policies and Procedures when undertaking any work for and on its behalf.
5. Willingness to work flexibly in order to meet the needs of the service.

6. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the service.
7. Vary the hours worked to meet the needs of the service and SSJ
8. Deputise for the Team Leader and other Seniors in their absence
9. With the Management Team, identify training needs and take responsibility for attending training courses as agreed and giving feedback as required
10. Ensure team meetings and reflective practice sessions are arranged and encourage all staff to attend and participate
11. Proactively pursue good relationships with neighbours and the local community

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Experience of working with people with histories of homelessness, mental health problems and substance misuse problems	FORM INTERVIEW
Experience of liaising with statutory and voluntary organisations in relation to the support and care of vulnerable people	FORM INTERVIEW
Experience of developing and reviewing recovery plans	FORM INTERVIEW
Understanding of the diverse needs of clients with substance misuse issues and mental health problems and knowledge of harm minimisation and treatment options	FORM INTERVIEW
Understanding of modern psycho-social interventions, including ACT, Mindfulness, CBT and concepts such as recovery capital and harm reduction	FORM INTERVIEW
Knowledge of other local organisations providing support and interventions to people with complex needs	INTERVIEW
Knowledge and understanding of health and safety issues relating to working in a supported housing environment	INTERVIEW
Knowledge of safeguarding and protection procedures for vulnerable adults	INTERVIEW
Knowledge of the welfare benefits system	FORM INTERVIEW
Understanding of lone working procedures and staying safe at work	INTERVIEW
Understanding of confidentiality and data protection	INTERVIEW

Understanding of Equality and Diversity, in relation to both employment of staff and access to services by clients	INTERVIEW
Understanding of risk assessments and risk management and how to manage difficult and challenging behaviour	FORM
Excellent listening, verbal and written communication skills to enable effective communication with staff, service users and external agencies	INTERVIEW
Ability to develop trusting relationships with clients and work with them in a non-judgemental way and recognise that people accessing our services need to be given many opportunities to make the changes they need to improve their lives.	FORM INTERVIEW

COMPETENCY FRAMEWORK

The SSJ Competency Framework, used in recruitment and ongoing performance management, identifies specific competencies that staff are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate the core competencies in the framework. Staff in management and supervisory roles are also required to demonstrate the additional management competencies.



Core Competencies - All staff are required to:

- Be open and approachable
- Be honest and fair
- Be willing to listen to and share ideas
- Be a team player
- Be able to use own initiative to make decisions and be accountable for them
- Find constructive ways to deal with conflict
- Be able to build trusting relationships with colleagues, service users and other stakeholders

- Be aware of own behaviour, maintain professional boundaries at all times and demonstrate self-awareness at all levels.
- Consistently demonstrate a commitment to the values and ethos of the organisation
- Be able to use IT systems and email effectively.
- Be able to communicate effectively in all ways with other people

People: Leading, Managing and Developing

Managers must:

1. Set a positive example through own behaviour, attitude and practice.
2. Motivate staff through active participation in service delivery and development.
3. Build trusting relationships with staff, clients and stakeholders by showing respect and fairness towards them.
4. Encourage staff to find their own solutions to problems and support them to implement them.
5. Enable staff to develop and learn by promoting a learning environment for all.
6. Offer positive and constructive feedback on team and individual performance.

Senior Managers must:

1. Inspire and lead people to engage with the organisation's vision and goals.
2. Display a high level of self-awareness and integrity in all relationships.
3. Ensure that the needs and views of staff, clients and stakeholders are an integral part of organisational development.

Organisation: Development, Promotion and Sustainability

Managers must:

1. Consistently demonstrate commitment to the organisation's values and ethos.
2. Encourage staff to engage positively with development opportunities.
3. Promote the organisation to all stakeholders through positive words and actions.
4. Promote a working environment for all based on honesty, fairness and trust.
5. Manage budgets and service development within given guidelines.
6. Assess and manage all risks associated with the service under management and ensure the appropriate response is implemented.

Senior Managers must:

1. Ensure that all decisions made are relevant to the organisation's strategic direction.
2. Effectively communicate and promote the organisation's aims and values.
3. Ensure that commercial considerations and risks are fully considered in planning for long-term sustainability and seek to maximise innovation, growth and financial stability.

Delivering Results: Achieving Outcomes and Value for Money

Managers must:

1. Be outward looking and able to use initiative to ensure services achieve required outcomes.
2. Be able to solve problems and use innovative approaches to achieve outcomes.

3. Have a clear vision and strategy for the team to enable them to achieve desired outcomes.
4. Ensure that all financial decisions are considered in the context of value for money.
5. Be able to identify and articulate to others the value for money provided by the organisation.
6. Have the necessary skills to ensure that services adapts to an ever-changing economic environment.

Senior Managers must:

1. Role model strong leadership, influence and accountability for the achievement of outcomes relevant to organisational goals.
2. Draw on insights about current and future dynamics in the economy to stimulate economic growth.
3. Ensure that financial management and accountability are embedded within the organisational culture.