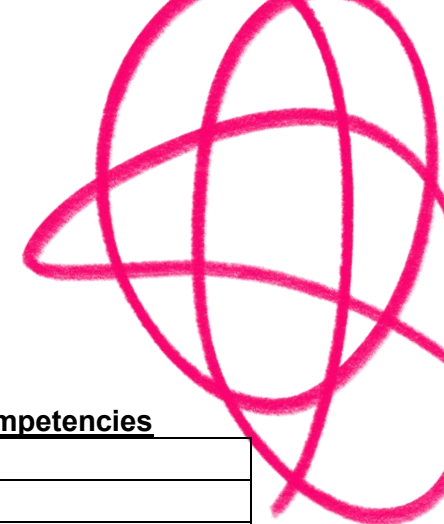




Pathfinder Service – Mental Health Support Service Recovery Worker – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	December 2025
Department/Location	Neighbourhood Team/ INSERT LOCATION
Reporting Line	Service Manager or Deputy Service Manager
Grade / Hrs / Duration	3
DBS – Level Required	Enhanced
Location/s	December 2025
Job Summary	
West Sussex Mind (WSx Mind) is part of Pathfinder West Sussex which is a partnership of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing, BHT Sussex is the lead provider within Pathfinder West Sussex. Within the Pathfinder partnership WSx Mind is funded to provide services in the Chichester, Arun, Worthing and Adur Neighbourhoods. This role will uses a variety of channels and methods to engage, communicate with and support people: In person/face to face, by phone, by email, by text, through a video-call (for individual support) or video conference (for groups), through Facebook groups and by signposting service users to self-help resources on websites etc. Mental health support services work closely together with West Sussex Mind Help-point and Service Navigation and Community Peer Support services to provide a seamless pathway of care and support to people who need help. This role is part of the Neighbourhood Mental Health Teams, working in partnership with NHS primary care networks (GPs) and Sussex Partnership NHS Mental Health services to provide an integrated and seamless system of support in each place. The role of Mental Health Support Service Recovery Worker is to:	

- Effectively meet the needs of service users/patients who have mental health problems. This will be through the provision of phone, video-call and face to face support and facilitation of psychoeducational workshops.
- Keep up-to-date records, support and risk plans for service users on agreed systems.
- Use West Sussex Mind's policies and procedures in particular Safeguarding, Health and Safety and Lone Working to ensure safe and effective practice.
- Maintain strong relationships with partners including staff in Primary Care Networks, the wider Pathfinder Service and Neighbourhood Mental Health Teams
- To work independently in community/practice settings

Scope & Accountabilities

This role has the potential to manage G1 or G2 staff and reports to the Deputy Manager or Service Manager. The role may also have responsibility for supervising volunteers. The postholder is required to work independently in community/practice settings without on-site management or supervision, whilst maintaining strong relationships with partners in those settings.

Key Tasks

Key Responsibilities:

- Provide timely mental health support via telephone, video call, and face-to-face sessions.
- Assess client needs and risks using standard framework and processes.
- Support clients to identify goals and develop personal recovery plans.
- Use psychosocial tools to promote self-management and problem-solving.
- Assess physical health and wellbeing alongside initial discussions as appropriate.
- Facilitate access to community mental health resources as appropriate.
- Deliver and co-facilitate group activities.
- Establish and maintain a regular presence at specified GP surgeries as appropriate.
- Liaise with primary care staff and provide feedback on client progress as appropriate.
- Offer advice and maintain mental health information resources within GP practices & local community centres.
- Engage proactively with partners to share best practice and support implementation and continuous improvement.
- Represent the service at local meetings and organisational forums.
- Contribute to business planning and service development initiatives.
- Take responsibility for an area of development within the service.
- Supervise a member of the wider team or volunteer as required.

- Contribute to contract reporting and development of case studies.
- Help organise wellbeing events and community engagement activities.
- Support opportunities for co-production and lived experience voice within the service.

Administration & Monitoring:

- Maintain accurate records using agreed systems.
- Adhere to safeguarding policies for adults and children.
- Ensure compliance with Health & Safety, Data Protection, and Diversity & Inclusion policies.
- Uphold confidentiality and data security in line with GDPR and WSx Mind policies.
- Adhere to all the policies and procedures of WSx Mind

Other Duties:

1. Participate fully and effectively in team meetings and supervision.
2. Actively support and promote the values and ethos of WSx Mind
3. Willingness to travel to sites within **INSERT NEIGHBOURHOOD** area

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Experience/Qualifications

- Strong evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role along with excellent literacy, IT and verbal communication skills.

Preferred Experience/Qualifications

- Any formal qualification or training in relation to mental health, counselling or working with people with mental health problems is highly desirable for the role.

Professional & Technical Knowledge, Skills and Abilities

1. Significant knowledge regarding working with people with mental health needs.

2. Broad knowledge, proven skills and/or training in working with service users on a one-to-one basis using appropriate theories, methods and skills in order to promote individual service users' ability to better manage their problems and difficulties.
3. Able to work with service users to construct good assessments of needs for services/personal development.
4. A good knowledge and understanding of working in groups and group dynamics and leading groups.
5. Knowledge of and a commitment to user led services and able to promote independence and focus on strengths and recovery.
6. Knowledge of and a commitment to proactively tackling inequalities.
7. Ability to learn and effectively use Digital and IT systems to support patients and share information and record and report on activity
8. Skills and abilities around working in partnership with others/multi-agency working to provide support within a health and social care setting
9. Ability to travel to sites within the West Sussex when required
10. Experience of supporting, training and developing staff and volunteers and committed to and experience of involving volunteers in work of organisation
11. Strong written and communication skills

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		Date:	
Signed: Line Manager		Date:	