Role Profile: Mental Health Recovery Worker

Job Purpose

Our Recovery Lounges offer a safe, welcoming and non-judgmental environment outside of normal working hours for those who feel in mental distress or crisis. The role will involve assessing needs and offering one to one support to service users to enable them to begin the process of improving their mental health and wellbeing and to providing clarity on services and pathways available in the area. The role will be part of a larger Recovery Lounge team made up of Mental Health Recovery Workers, Peer Support Workers and volunteers.

Post no:	675.
Closedown:	01.12.2026
How to Apply:	Download Mind BLMK's Employment Application form from the website (www.mind-blmk.org.uk) and submit your completed application to recruitment@mind-blmk.org.uk
Interview Date:	w/c 7th December 2026
Start date:	ASAP
Job title:	Mental Health Recovery Worker
Working base:	Luton
Area covered:	Luton
Reports to:	Recovery Lounge Manager
Job purpose:	To support individuals within the community, to improve mental health and wellbeing, through focussed 1:1s and structured interventions. At times this may mean deescalating crisis and
Contract type:	Permanent
Salary:	£8,214.50 (£24,811.13 F.T.E.)
Contracted hours:	12.25 hrs
Working days:	2x 6-hour shifts per week (Wednesday and Saturday)
Working hours:	5:00pm to 11:00pm
Flexibility required:	Evenings and/or weekends depending on agreed hours
Checks needed:	Enhanced DBS and 2 satisfactory references

Job Description

Service Delivery

- Deliver crisis focused 1:1s and ensure outcomes which support individuals experiencing a mental health crisis in Luton, in line with Mind BLMK's agreed crisis service and requirements as well as contract requirements.
- Assessing need and suitability for the service in line with the access to services process, and undertaking 1:1s.
- Contribute to maintaining an effective volunteer workforce for the service in line with Mind BLMK's HR policies, procedures and guidance (workload planning and support).
- Carry out health and safety responsibilities as directed by the Team Leader in line with Mind BLMK's H&S policies, procedures and guidance (risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises).
- Carry out cash handling responsibilities as directed by the Team Leader in line with Mind BLMK's financial policies, procedures and guidance (records, petty cash income and expenditure).
- Carry out responsibilities as directed by the Team Leader for the collection, updating, monitoring and reporting of service data in line with Mind BLMK's contract and systems requirements and procedures

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- When required and as directed by the Team Leader, represent Mind BLMK in Luton to ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build good working relationships with community groups, relevant services and activities for partnership work and signposting, as well as keep updated information about them.

General

- Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures.
- Establish and maintain effective working relationships with the Mind BLMK team and relevant key post holders.
- Attend and contribute to meetings relevant to the role (own supervision, appraisal, staff, peer group, AGM, Local Oversight Group, Mind BLMK Council and external as required).
- Commit to and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

Person Specification	Essential / Desirable
Experience	
Working in a small service within a wider organisation, including delivering a service against performance targets.	E
Experience of working with individuals experiencing mental health and wellbeing issues	E
Using a dedicated database/system for recording of and reporting service data.	D
Working with, coordinating and supporting volunteers.	D
Skills, abilities and knowledge	
Establish and maintain constructive working relationships with a wide range of people.	E
Promoting a service.	E
IT (MS Outlook, Word and Excel and internet).	E
Good literacy and numeracy skills.	E
Good communication, motivational and negotiation skills.	E
Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities.	E
Carry out assessments and 1:1s	E
Knowledge of local community activities and leisure facilities.	D
Valid driving licence and access to a car for work.	D
Qualifications and training	
Willingness to work towards relevant qualifications in Crisis Care work	D

Entitlements/benefits:

Annual Leave	25 days (pro rata)
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Health Plan	Optional
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)

Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer and Mindful Employer Plus signatory	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)