Pentreath
Mental Health Your Way



Pentreath is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

Pentreath take care when producing job descriptions to ensure that essential requirements are justified to a specific role and do not unfairly disadvantage candidates.

JOB DESCRIPTION	
ROLE	Recovery Coach
PROJECT/DEPARTMENT	Recovery Service Alliance
WORK TYPE	• Field / outreach in community • Based at Harrison House/Summercourt as specified in terms of employment
RESPONSIBLE TO	Project Manager, Pentreath
DATE OF ISSUE	November 2026

1	ROLE PURPOSE

This role has been developed through the Integrated Care Board (ICB) to reduce health inequalities in Cornwall and Isles of Scilly.

The purpose of this role is to increase social interaction, promote independence and support clients to reach their personal goals, for example, a client might seek mental health support to enable a move towards employment. Recovery Coaches empower clients through developing rolling individual action plans that are person centred and SMART.

Recovery Coaches manage a caseload, work with referring agencies, support services, education and training providers, and employers. They also work collaboratively with the wider Recovery Service alliance, of which the Recovery College forms a part, attending multi-alliance team meetings, and subscribing to a set of shared objectives and targets. Recovery Coaches will be linked in with a Recovery College trainer, to identify the most appropriate pathway of support for the client.

2	KEY OBJECTIVES
2.1	Deliver 1:1 face to face support to clients on caseload in a community setting, or a digital alternative according to project requirement and client need
2.2	Provide effective information, advice and guidance support clients achieve personal goals whilst helping them to overcome barriers and to reduce health inequalities
2.3	Empower clients to take control of their emotional and/or mental ill health by providing wellbeing support and building confidence, self-esteem and resilience
2.4	Complete and submit accurate digital client records in a timely manner
2.5	Achieve individual and team performance targets

3	DIMENSIONS
3.1	Annual financial accountability • None

3.2	Line management accountability • Nature of line management ➢ 0 • Number of staff line managed ➢ 0

4	ROLE ACCOUNTABILITIES
4.1	Hold and manage a rotating caseload of clients to deliver timely interventions to clients over 6 sessions / 4 months
4.2	Provide quality information, advice and guidance to identify client needs and develop SMART action plans with clients so they can take ownership and make informed decisions
4.3	Empower and motivate clients to move closer to their personal goals
4.4	Help clients to overcome emotional distress and mental ill health by providing wellbeing support and building confidence, self-esteem and resilience, using wellbeing toolkits where appropriate, or, link into the Recovery College for attendance at a group workshop
4.5	Enable progression routes and manage expectations of clients
4.6	Comply with Pentreath Equality Diversity and Inclusion Strategy and recommendations
4.7	Link in with Recovery College Trainers to support client needs
4.8	Signpost clients to relevant services to support their whole life needs and liaise closely with the organisations signposted to
4.9	Ensure clients receive a timely service with reviews undertaken a minimum of every 4 weeks, as guided by the contract
4.10	Support clients to have access to travel, childcare, caring support, as required, to achieve their personal goals
4.11	Complete paperwork accurately in a timely manner in line with contractual requirements
4.12	Accurately measure and report the health journey of clients using wellbeing scale systems, such as Dialog+
4.13	Develop and maintain good relations with local external stakeholders and other contacts
4.14	Promote the service and undertake promotional activities as required
4.15	Meet Key Performance Indicators in line with contractual expectations
4.16	Where required, utilise own knowledge and experience to develop a specialism to support colleagues and clients
4.16	Attend alliance team meetings
4.17	Identify and assess risk to ensure risk is minimised
4.18	Comply with Pentreath policies and procedures

5	PENTREATH ACCOUNTABILITIES
5.1	**Values** All employees and volunteers will always actively and positively demonstrate Pentreath's values
5.2	**Equality, Diversity and Inclusion** Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
5.3	**Client Experience** Drive to continually improve client satisfaction and maintain a clear and consistent focus on delivering outstanding client experience
5.4	**Information security and governance** Manage information in line with Pentreath's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information

	governance
5.5	**Safeguarding** Maintain awareness of Pentreath policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
5.6	**Health, Safety and Wellbeing** Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with Pentreath policy and procedures

6	**PERSONAL DEVELOPMENT**
6.1	Remain compliant with mandatory training
6.2	Identify own training needs
6.3	Identify own support needs
6.4	Identify own professional and personal development needs through regular supervisions and yearly appraisal

7	**OTHER DUTIES**
To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work, which is not specifically referred within this document. Such duties however, should not normally exceed those expected of an employee at that grade.	

8	**ADDITIONAL INFORMATION**

Disclosure and Barring Service (DBS) check

This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service check (DBS).

Work hours

Usual Pentreath working days are Monday to Friday 8.30 – 4.30 or 9.00 – 5.00. We can be flexible with working hours if it meets project and business need. Some flexible working outside of these hours may be necessary to meet the need of the project. Some weekend working by prior arrangement may be necessary for this role.

Using a personal vehicle for work is essential

It is a requirement of the role. Full driving licence, access to and use of a vehicle for work purposes is essential for this role. Evidence of driving licence, insurance with business use, valid vehicle road tax and valid MOT certificate for vehicles over 3 years old.

Mileage

Expenses can be claimed for any distance travelled for your work over and above your daily commute to your contracted work base.

Remuneration

All members of staff are paid on the 25th of every month, or the Friday which falls directly before should this date be on a weekend or bank holiday. Pay is paid directly into the employee's bank account.

Leave

Annual Leave entitlement for a full time member of staff is 6.6 weeks paid leave per year including bank holidays (pro rata for part time)

This job description will be subject to annual review and amended as appropriate to meet the changing needs of Pentreath Ltd.

Person Specification Competencies, Other Requirements and Essential Behaviours		Essential	Desirable	Recruitment and selection
Qualifications				
A	• Good educational background (GSCE English and Maths equivalent) • Level 3 in Information, Advice and Guidance (or willing to work towards) • Mental Health First Aid qualification (or willing to work towards)	X		Application Form
	• Trauma informed practice • Coaching Conversations • Understanding Mental Health level 2 or above		X	
Experience				
B	**Person Centred Working** • Working positively with people facing complex social and emotional challenges or a similar service user group • Working in a dynamic people centred role • Working on your own and as part of a team	X		Application Form / Interview
C	**Contract compliance** • Submitting electronic documentation to deadlines • Meeting key performance indicators/targets/ • Prioritising tasks and delivering focused activity	X		Application Form / Interview / Skills Test
Knowledge				
D	**Mental health** • Mental ill health, emotional distress • Challenges faced by those living with mental ill health • Value of meaningful activities to support emotional wellbeing • Value of employment to support emotional wellbeing	X		Application Form / Interview
E	**General policies/procedures** • General Data Protection Regulations • Professional boundaries • Maintaining confidentiality • Key aspects of safeguarding • Equality, diversity and inclusion	X		Application Form / Interview
F	**Local** • Community resources • Health services • Social support • Community groups	X		Application Form / Interview
Skills				
G	**Interpersonal, communication and social** • Communicate complex and sensitive information effectively by telephone, email, and face to face • Active listening, empathy and provide person-centred support • Build meaningful connections with others based on trust and mutual respect • Empower user involvement	X		Application Form / Interview

	• Train, coach and develop others			
H	**Processes** • Follow legal, ethical, professional and organisational policies/procedures and codes of conduct • Confidence in learning new processes and systems • Proficient in the use of IT and systems such as Microsoft Word, Excel, Teams, Outlook, and the internet	X		Application Form / Interview / Skills Test
I	**Dependability** • Sustain a high level of resilience and consistence • Ability to work autonomously away from your line manager	X		Application Form
Other requirements				
J	**Driving** A full driving licence and access to a personal vehicle insured for business use is an essential requirement of this role. *Successful candidates will be required to provide evidence of driving licence in current address, vehicle insurance with business use, and a valid vehicle road tax and valid MOT certificate for vehicles over 3 years old at the start of employment.*	X		Application Form
K	**Home working**	N/A Not required in this role		
Essential Behaviours				
L	**Approachable** • You are a good listener and communicate clearly, with diplomacy and tact • You are honest and empathetic with a can-do attitude and strong work ethic • You are punctual, consistent and stay calm under pressure • You support and show consideration for others			Application Form / Interview
M	**Inspiring** • You build professional, trusting relationships with clients, colleagues and external partners • You demonstrate strong teamwork skills to achieve shared goals • Your own actions and conduct align with company values • You take ownership of your work and responsibility for your personal development			Application Form / Interview
N	**Empowering** • You can receive and provide constructive feedback. • You work autonomously but also accept direction and supervision • You plan and organise your workload, self-managing your time effectively • You acknowledge errors/mistakes and play your part in addressing them			Application Form / Interview
O	**Inclusive** • You acknowledge the different ideas, perspectives and backgrounds of others • You listen to the views of others and seek them out • You appropriately challenge unhelpful behaviours • You contribute to a positive and healthy workplace culture			Application Form / Interview
P	**Knowledgeable** • You are proactive and use critical thinking skills to solve problems • You share information and expertise with others • You are adaptable and respond constructively to change • You are attentive to the needs of clients, delivering an exceptional service			Application Form / Interview