



Role Profile
Recovery Navigator
Second Step

9 Brunswick Square

Bristol BS2 8PE

December 2023

1. JOB DESCRIPTION

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1 JOB PURPOSE

To work collaboratively with service users accessing the service and other professionals to navigate and coordinate services (both social and clinical interventions), connecting into community resources, building resilience, and improving wellbeing. Work with a recovery and psychologically informed approach, taking a holistic approach to provide support to individuals during episodes of emotional distress. Ensure that services are tailored to an individual's cultural and social needs.

The purpose of the service is to provide a safe, welcoming, comfortable place for people in immediate acute emotional distress and for those seeking to prevent the onset of a crisis in North Somerset. The key priority for the service is to work with individuals to create plans and strategies for managing their mental health and wellbeing and preventing future crisis. The service is focussed on supporting episodes of emotional distress and is not designed to be ongoing support intervention.

This is an exciting role which offers potential to bring innovation and an opportunity to work with a skilled and enthusiastic team.

The role has direct management of a team of Six staff and a wider base of volunteers who support the delivery of groups, 1-1 support and activities. This is a new service that will be delivered from a central location in Weston-Super-Mare site i.e. 4 Boulevard, Weston Super- Mare BS23 1NA.

The post holder will work on a rota within the service between the hours of 17:45pm -12:00 am. The rota will be flexible to meet the needs of the service and service users, in line with the operational hours of the service.

1.2 JOB CONTEXT

Second Step provides good quality housing and support services to people with mental health and other related support needs.

The aim is to deliver recovery and wellbeing opportunities for people with mental health and other support needs to achieve their hopes and ambitions.

Second Step operates in B&NES, Bristol, North Somerset and South Gloucestershire.

The objective for the organisation is to ensure a robust, well-managed, creative, high profile organisation that is well resourced and values and promotes participation from service users, staff and Board members.

1.3 ORGANISATION

Immediate Supervisor: Senior Recovery Navigator

Colleagues/Peers: Recovery Navigators; volunteers

LIVED EXPERIENCE

We welcome applications from people who have experience of living with long-term mental health needs, and using mental health services.

THE ROLE

Values

- **Believe in Hope and courage.** Recovery becomes a reality when we are confident, courageous, and inspire hope in one another. Change happens and we can achieve great things.
- **Succeeding together.** We're at our best when we work together – staff service users, carers and partners – making the most of each other's talents and strengths.
- **Building trust.** When we act with integrity when we strive to be honest with ourselves and those around us, we can build strong bonds of trust.
- **Celebrating diversity.** We value our differences, understanding that being kind and respectful to each other makes us strong.
- **Learning & growing.** By listening and thinking about how we can help create real change for ourselves and inspire those around us.

All staff must continuously demonstrate these values in their professional practice.

THE FOUR PILLARS OF OUR CULTURE ARE:

- **Recovery**
- **Service Users and Carers at the heart of everything we do (co-production)**
- **Psychologically informed services**
- **Equalities**

1.4 JOB ACCOUNTABILITIES

- Ensure that all services are delivered in a warm and welcoming way, demonstrating ambition and hope for all service users.
- Build trusting and collaborative relationships with service users.
- Carry out role adhering to Second Step's policies, procedures, values, code of conduct and current legislation using a Recovery orientated, psychologically informed, equalities based approach.
- Co-produce, implement and review recovery plans, crisis plans and other self-management tools e.g. Wellness Recovery Action Plan, in partnership with service users in line with best practice.
- Identify, assess, contribute, maintain, feed back, and manage risk to ensure risk is minimised. Work in a safe manner using a positive risk-taking approach, ensuring the health and safety policies of Second Step are implemented and fully adhered to ensure all safeguarding issues are properly managed.
- Have up-to-date safeguarding training and ensure that Safeguarding policies and procedures are fully adhered to and that a Think Family approach is embedded within working practice.
- Enable delivery of the recovery plan and to enable service users to make informed decisions about their mental wellbeing, maximising their independence and providing advocacy role where appropriate.
- Work in a culturally sensitive way for all service users, tailoring the service to meet their individual needs, challenging stigma and discrimination, advocating for person if appropriate, and ensuring up-to-date community knowledge. Work with a range of needs e.g. from young people to older people, LGBT service users, disabled people and with people with a range of backgrounds and ethnicity.

- Participate actively in supervision and reflective practice. Proactively seek advice and support from colleagues and other agencies as relevant.
- Promote and facilitate service user involvement and co-production and inclusion within the service and the community.
- Contribute to project work, development initiatives and implementation of policies and procedures with guidance from the management team.
- Manage caseload, documentation and time effectively, ensuring up to date and clear record keeping in line with policies, making best use of supervision, training and staff development.
- Collaborate with other team members to maximise service performance and promote effective communication and teamwork.
- Work within a rota system including evenings, weekend and night working as required.
- Maintain hope and optimism for the individual with high expectations for recovery. Use lived experience (if appropriate) to positively support the individual's recovery.
- Work closely with carers, families, and children and with service users' carers if appropriate.
- Carry out triage when required to ensure referrals from the service email mailbox and telephone messages are responded to appropriately within the timescales requested.
- Any other duties as required.

1.5 PERFORMANCE MEASURES AND CRITICAL SUCCESS FACTORS

- Contribution to a service that has high aspirations for service users and has a commitment to supporting recovery for everyone using the service.
- Delivery of specified support work and individualised case management to time and standard.
- Delivery of up-to-date recovery plans that are realistic, client centred and outcome focused.
- Ensuring safe service delivery, safeguarding service users, carers and families.
- Positive outcomes for service users are achieved through 1 to 1 and group work.
- Full implementation of policies and procedures.
- Contribution to the development of the service.
- Collaboration and contribution to the effectiveness of the team.

People profile

2.1 Person specification

| | Essential | Desirable |
|-------------------|--|--|
| Skills | <ul style="list-style-type: none"> Numeracy and literacy to GCSE level/NVQ 2 or equivalent IT skills including ability to produce various documents in Word, and use of email and internet. | <ul style="list-style-type: none"> A recognised qualification in a relevant field (for example DipSW, RMN, CPN) Psychologically informed practice |
| Knowledge | <ul style="list-style-type: none"> Proven knowledge of support needs of people with mental health needs Proven knowledge of equal opportunities issues Proven knowledge of health and safety issues, especially those relevant to mental health Proven knowledge of safeguarding policies and procedures relating to adults, children and young people | <ul style="list-style-type: none"> Proven knowledge of welfare benefits Proven knowledge of the social care sector Knowledge of working with people with drug and alcohol, learning disabilities or complex needs |
| Experience | <ul style="list-style-type: none"> A minimum of two years' significant experience working with people with mental health needs, or people with complex needs Proven experience of working with people with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency long term conditions) Proven experience of carrying out needs and/or risk assessments and the support planning process Experience of working with a number of individuals with competing needs and priorities | <ul style="list-style-type: none"> Proven experience of mental health issues and/or services, either as a user, carer or supporter |
| Values | <ul style="list-style-type: none"> Commitment to diversity and equal opportunities at work Work with a recovery focused approach Commitment to service user participation and involvement Commitment to continued personal development | |

