



Role Profile

Community Rehabilitation Service

Senior Rehabilitation Recovery Navigator

Out of Trust Placement Team

March 2025

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.

The post is part of the Bristol Community Rehabilitation Service and this role will focus on working with people from across Bristol, North Somerset and South Gloucestershire. The Community Rehabilitation Team includes a wide range of skilled and highly motivated staff including Peer Workers, Recovery Navigators, Mental Health Nurses, Occupational Therapists, a Social Worker, a Consultant Psychiatrist, and Clinical Psychologists.

The Community Rehabilitating Service is a partnership service led by mental health charity Second Step, together with women's organisation Missing Link and Avon and Wiltshire NHS Partnership Trust (AWP).

The focus of the role is to provide appropriate, effective interventions and treatments to people living in Out of Area Placements (OAP's) who will have longer term mental health support needs and their carers, friends and relatives, enabling and assisting them to meet daily health, social care and well being needs in line with personal recovery goals, and facilitating engagement with wider community and neighbourhood services.

The roles and responsibilities for the post holder will include facilitating ongoing assessments of needs, supporting the identification of recovery goals and aspirations, the development and co-production of plans to meet these, and provision of support for the service user to follow these plans and meet their goals.

These plans will be reviewed regularly with the service user to ensure they meet the aims of supporting recovery and increasing independence. The role of Senior Rehabilitation Recovery Navigator will also involve carrying out specific health or social care assessments and interventions, including the flexibility to complete these for service users on other colleagues' caseloads as appropriate. This might be on a one to one basis, or as part of a group work.

Senior Recovery navigator

The Senior Recovery Navigator will provide leadership and supervision to a number of Recovery Navigators within the Service. Additionally, on occasion the post holder may be required to work flexibly within the Accommodation Service at Wellbridge House to provide flexible cover for the service and management of staff. This will include ensuring Recovery Navigators are supported and supervised in delivering effective support to service users, taking management responsibility for safe working practices, working within Second Step's Health and Safety Policy, and for ensuring that accurate client records are maintained in a timely manner.

The post holder will assist the Service Manager and the Senior Operations Manager in the monitoring and evaluation of the Service and will deputise on occasion as necessary.

Although hours will mostly be worked within normal office hours, the post holder must be willing to work flexibly between 8.00am and 8.00pm, seven days a week, including occasional night work as required meeting the needs of service users.

As a Senior Rehabilitation Recovery Navigator, the post holder will be required to be part of the wider Second Step Out of Hours Duty On-Call Rota, providing out of hours support to services. This role is supported by another tier organisational on-call known as the Senior Manager On-Call.

Specialist Travel Requirements – The post holder in this role will be required to be flexible and be prepared to travel to further areas where service users in OAP's are located. This is in order to connect with service users in these placements, to engage successfully and to plan and support their return to their home locality. Reimbursement will be in line with Second Step's travel expense policy.

1.1 Job purpose

The individual will ensure that the service is warm, welcoming and engaging, that it supports recovery, and will promote effective team working and communication. In addition the post holder will assist the Senior Operations Manager and Service Manager in the provision of a high quality, effective and comprehensive support service to service users.

This role will focus primarily upon supporting service users who have been living in specialist funded Out of Area Placements (OAP's) to successfully support their return to living within their home locality. This work will cover the areas of Bristol, North Somerset and South Gloucestershire. An 'out of area placement' (OAP) occurs when a person with acute mental health needs who requires inpatient care is admitted to a unit that does not form part of the usual local network of NHS commissioned services. This means that the person cannot be visited regularly by their care coordinator to ensure continuity of care and effective discharge planning. We expect that service users should instead live and be supported in a location that helps them to maintain contact with family, carers and friends, and to maintain connection their local neighbourhoods and communities. The government has set a national ambition to eliminate inappropriate use of OAPs in mental health services for people who require rehabilitation support, replacing this with locally based support that enables achievement of recovery goals.

Job Context

Second Step is a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

The Community Rehabilitation Service will, on a continuing basis, provide / offer practical advice and support to individuals to allow them to maintain a rich and meaningful life.

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

The post is part of the Bristol Community Rehabilitation Service, a multi-disciplinary partnership led by Second Step. The post holder will work collaboratively and in partnership with all of these agencies as one team.

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

Senior Recovery navigator

The Out of Area (OAP) specialist team, will be comprised of a Band 7 Registered Staff Member employed by AWP, with two Band 6 Registered staff members including a Social Worker, together with a dedicated Peer Rehabilitation Recovery Navigator and this Senior Rehabilitation Recovery Navigator. Together this team will focus on the return of service users from OAP's, may continue providing support via the wider rehabilitation service upon the service user's return and the post holder will be required to be flexible and work within the main Community Rehabilitation Service as needed.

1.2 Organisation

2. Immediate Supervisor: Service Manager
- 3.
4. Colleagues/Peers: Senior Rehabilitation Recovery Navigators and multi-disciplinary colleagues within the service.
- 5.
6. Direct Reports: Rehabilitation Recovery Navigators and Assistant Rehabilitation Recovery Navigators.
- 7.

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 and growing.** By listening and thinking about how we can learn from our actions, we can help create real change for ourselves and inspire those around us.

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

1.1 **JOB ACCOUNTABILITIES**

- Ensure all services are delivered in a warm and welcoming way, demonstrating ambition and hope for all service users.
- Build trusting and collaborative relationships with the service user.
- 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.
- Carry out on-going assessments, planning and co producing delivery of support, including within CPA as required.
- Case manage and co-ordinate support, referring and liaising effectively with all professionals, agencies and other parties involved in service user's support in order to deliver the support package. Work closely with colleagues in the service and build strong partnership working with other agencies such as Health and Social Care, Voluntary and Community Services. Support / facilitate service users to access services.
- Identify, assess, contribute, maintain, feed back and manage risk to ensure it is minimised. Work in a safe manner using a positive risk-taking approach, ensuring Second Step Health and Safety policies are implemented and fully observed, to ensure all safeguarding issues are properly managed.
- Provide leadership and supervision to Recovery Navigators within the Community Service. In addition the post holder may be required to work within the Accommodation element of the Service to provide flexible cover and management of staff. This will include ensuring Recovery Navigators are supported and supervised to deliver effective support to service users, and delivering management responsibility for safe working practices.
- 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 service users to make informed decisions about their mental wellbeing, maximising their independence and providing an advocacy role where appropriate. Build trusting and collaborative relationship with the service user.

- Work in a culturally sensitive way for all service users, tailoring services 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.
- Deliver and 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 inclusion within the service and the community.
- Contribute to or lead on 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. Ensuring up to date and clear record keeping in line with policies.
- Collaborate with other team members to maximise service performance, meet targets and Service Level Agreements and promote effective communication and teamwork.
- Work within rota system including evenings and weekends and night working as required.
- Contribute to the delivery of activities delivered in the Accommodation Service, promote activities and enable access.
- 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 as with service users carers if appropriate.
- Assist the Senior Operations Manager and Service Manager to monitor and evaluate the service, and implement changes in line with best practice, in order to maximise service performance.

- Participate in the recruitment, induction, training, support and appraisal of staff including temporary and relief staff as necessary.

7.2 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 support plans that are realistic, client centred and outcome focused.
- Ensuring safe service delivery, safeguarding service users, cares and families.
- Preparation and delivery of high quality group and specialist activities in the accommodation service
- 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.

8. People profile

2.1 Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> Numeracy and literacy to A Level/NVQ 3 or equivalent IT skills including ability to produce various documents in Word and Excel, and use of email and internet. <p>Effective liaison skills through experience of working in a team and with a range of housing and support providers.</p>	<p>A recognised qualification in a relevant field (for example DipSW, RMN)</p>
Knowledge	<ul style="list-style-type: none"> Proven knowledge and understanding of care and support needs of people with mental health needs. Proven knowledge and understanding of equal opportunities issues <p>Proven knowledge and understanding of Health and Safety issues, especially those relevant to mental health and housing</p>	<ul style="list-style-type: none"> Comprehensive knowledge and understanding of welfare benefits system. Comprehensive knowledge and understanding of social care sector.
Experience	<ul style="list-style-type: none"> Experience of supervising staff, students or volunteers. Two years significant experience of working with people with mental health needs including needs assessments and the support planning process. Experience of working with people with multiple needs i.e. mental health, homelessness, alcohol/drug dependency. 	<ul style="list-style-type: none"> Proven experience of working within a housing and support agency Proven experience of mental health issues and/or services, either as a user, carer or supporter.

	<i>Experience of providing practical and emotional support to enable the client to take up the responsibilities of their own tenancy and settle and reintegrate into the community.</i>	
Values	<ul style="list-style-type: none"> ▪ <i>Commitment to diversity and equal opportunities at work</i> <i>Ability and motivation to work with a Recovery focused approach</i> 	

9. Competencies

Competency	Entry Level	Desired Level	Exceptional Level
<p>Achieving Results</p> <p>Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.</p>	<p>Plans own work and meets agreed goals within the time available</p> <p>Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems.</p> <p>Works hard and stays focussed on priorities, increases effort without guidance</p>	<p>Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others.</p> <p>Able to use a range of approaches to analyse and manage problems and performance issues.</p> <p>Sets appropriate targets for self and others, will “go the extra mile” to deliver work on time and within budget.</p>	<p>Adjusts own work priorities to take other’s priorities into account, and involves other people to achieve goals.</p> <p>Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.</p> <p>Sets appropriate long term objectives that improve the service and the performance of the organisation.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Customer Care</p> <p>Relevance to Recovery: Everything we do and how we do it carries the message that recovery is possible for everyone using our services.</p> <p>Customers include: Service users Carers Members of the public</p>	<p>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.</p> <p>Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability.</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.</p> <p>Understands and identifies discrimination and social exclusion and acts to reduce it in service delivery.</p> <p>Develops feedback and evaluation systems that improve services.</p>	<p>Understands both explicit and implicit service user needs and identifies ways in which service/organisation can respond effectively.</p> <p>Develops strategies for involving service users in measuring the performance of services.</p> <p>Promotes awareness of the impact of stigma and</p>

External agencies Funders Any other interested parties	Works hard and invests time getting to know and developing good working relationships with service users and other customers. Knows who their key customers are and is able to change own style to suit different customer's needs.	Contributes to a culture which is customer focussed and where the customer comes first, including responding to both internal and external customers.	discrimination and acts to reduce it, both within the organisation and with external agencies. Identifies and nurtures customer contacts that have a positive impact on work and/or Second Step
Competency	Entry Level	Desired Level	Exceptional Level
Effective Communication Relevance to Recovery: How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.	Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation. Plans communication around the needs/objectives of the audience. Distils key messages or key conclusions from complex situations.		
Competency	Entry Level	Desired Level	Exceptional Level
Partnership and Teamwork Relevance to Recovery:	Develops and maintains effective working relationships, understands and contributes to	Always tries to understand the needs and priorities of colleagues and reports, builds	Able to work effectively in different cultural situations and with different groups.

<p>All team work and partnerships should centre on the support requested by an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support.</p>	<p>the collective responsibility for achieving results.</p> <p>Helps team decision making by their own contribution and supporting others to contribute.</p> <p>Makes a positive contribution to wider team processes such as problem solving, or implementing change.</p>	<p>relationships based on co-operation, respect and trust.</p> <p>Facilitates in their team a culture of openness, co-operation, trust and responsibility.</p> <p>Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making</p>	<p>Able to identify and understand 'politics' and negative behaviour in others and work through and resolve these positively and tactfully.</p> <p>Is seen as a role model for partnership and teamwork.</p> <p>Respected and trusted by everyone they work with</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Personal and Professional Development</p> <p>Relevance to Recovery: Being open to learning about ourselves and from others, being committed to continual learning and development, assists us to support individuals in their recovery.</p>	<p>Is aware of their own feelings and is able to manage their emotions when faced with difficult situations.</p> <p>Stays calm in a crisis and supports others to stay calm.</p> <p>Uses supervision effectively and is keen to learn, takes responsibility for their own development by actively taking part in learning opportunities</p>	<p>Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary.</p> <p>Is sensitive to the needs of others in difficult or pressured situations.</p> <p>Actively participates in supervision, reflects on supervisor's feedback and applies this learning to future work.</p>	<p>Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team.</p> <p>Recognises others' anxieties and problems, and facilitates them to find ways of dealing constructively with these Uses reflection on their work in supervision to maintain and improve their work.</p> <p>Maintains their own personal and professional development</p>

			by using both formal and informal learning opportunities, independent of/in addition to, their supervisor's suggestions.
Competency	Entry Level	Desired Level	Exceptional Level
<p>Service Area Expertise</p> <p>Relevance to Recovery: Services support individuals to find ways of understanding and meeting their own needs.</p>	<p>Understands the specialist and/or professional requirements of the job and applies this in their day to day work.</p> <p>Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary.</p> <p>Applies Equal Opportunities principles to practice within own service/team.</p>	<p>Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their work.</p> <p>Acts as a reference point within own particular service/team.</p> <p>Ensures the service/team respects diversity in all aspects of service delivery.</p>	<p>Invests considerable effort in maintaining specialist and/or professional knowledge, experience and skills.</p> <p>Keep abreast of new thinking in area of expertise.</p> <p>Is recognised as the expert in own particular service /team.</p> <p>Promotes respect for diversity with internal and external customers.</p>
Competency	Entry Level	Desired Level	Exceptional Level
Recovery Orientated Practice	<p>Consistently applies recovery principles and values in direct work with service users.</p> <p>Is able to use a recovery focussed approach with service users with a range of needs.</p> <p>Actively promotes recovery with colleagues and the wider organisation</p>	<p>Is able to apply recovery principles and values in all aspects of work, with groups and individuals throughout the organisation</p> <p>Integrates recovery principles and values into service development.</p>	<p>Maintains up to date comprehensive knowledge of user-led initiatives and applies this to all aspects of organisation and service development.</p>

Competency	Entry Level	Desired Level	Exceptional Level
<p>Working with Change</p> <p>Relevance to Recovery: Staff and systems are flexible and respond to customer's changing needs</p>	<p>Effectively implements changes in policy and procedure with guidance.</p> <p>Understands that the working environment is one of constant change and is able to explain and promote the benefits of change.</p> <p>Involves others when changes are required so they have a sense of ownership.</p>	<p>Effectively implements new strategies with guidance.</p> <p>Views change as an exciting opportunity and continually strives to identify changes that will improve services.</p> <p>Involves the whole team in any process of change so they have a sense of ownership.</p>	<p>Is able to implement changes in policy and procedure with guidance.</p> <p>Understands that the working environment is one of constant change.</p> <p>Involves others in change to create a sense of ownership.</p> <p>Promotes the benefits of change.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Organisation and Sector awareness</p> <p>Relevance to Recovery</p> <p>Having a good knowledge of our services and other resources to increase choice for service users.</p>	<p>Knows and understands Second Step's mission statement, vision and values and applies these to all areas of their work.</p> <p>Knows how own role and service/team fits into the overall organisation of Second Step and partners.</p> <p>Keeps up to date with changes in sector and can describe how they impact on our work.</p>	<p>Knows who the key decision makers are and what their views are on important issues.</p> <p>Networks and has contacts across Second Step and partners.</p> <p>Shows sensitivity to the strategic priorities and any resource constraints within Second Step and other agencies.</p>	<p>Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Policy, Procedure and Practice.</p> <p>Relevance to Recovery:</p>	<p>Actively pursues improvements to procedures which produce benefits to all.</p>	<p>Is able to draft new policies as required and incorporate</p>	<p>Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal</p>

<p>Policies and procedures support individual service users in their own recovery journey and inform our best practice. Services are delivered in line with equal opportunities and do not discriminate.</p>	<p>Challenges policies and procedures which have a negative impact on service delivery</p> <p>Uses judgement to reach decisions on situations not fully covered by policies or procedures</p>	<p>organisational knowledge and best practice into these.</p> <p>Actively and accurately identifies gaps in policies and remedies these within appropriate timescale.</p> <p>Ensures any new policies and/or procedures are effectively promoted and implemented throughout service/team and organisation.</p>	
Competency	Entry Level	Desired Level	Exceptional Level
<p>Leadership and Influencing</p>	<p>Points out the pros and cons of a particular action or proposal.</p> <p>Uses one or two well-reasoned arguments, (including using facts and figures where appropriate) to convince others of their proposal.</p> <p>Sets and communicates goals and targets to report team, regularly reviews work tasks and allocates these to team members, including agreeing individual objectives.</p>	<p>Monitors the performance and progress of the team and is aware of the impact on the wider organisation.</p> <p>Delegates work appropriately, taking account of the abilities of team members.</p> <p>Takes initiative when required. Maintains an overview and ensures efforts are co-ordinated and focussed on what makes a difference.</p> <p>Provides a motivational lead to team members, communicating</p>	<p>Understands the need to use informal persuasion and provision of information, to influence others over whom they have no authority.</p> <p>Takes the time to build critical mass or support for a position, with the end aim of getting results by working in partnership.</p> <p>Identifies and addresses performance issues and creates a supportive, positive climate.</p>

		<p>optimism and enthusiasm for the job.</p>	<p>Is a credible leader, obtains required resources for the team and encourages team to take the maximum possible personal responsibility.</p> <p>Provides leadership by fully involving the team in setting objectives, priorities and direction.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Releasing Potential</p>	<p>Coach's reports including giving feedback.</p> <p>Agrees and regularly reviews individual's and team's performance against objectives. Regularly gives clear, specific feedback, both positive and negative, to people they manage.</p> <p>Passes on own skills and knowledge to others.</p> <p>Supports and integrates diversity policies and procedures into management practices.</p>	<p>Creates and uses a variety of 'on the job' opportunities to keep people learning.</p> <p>Gives coaching and places emphasis on self-development, showing how this can be done.</p> <p>Deliberately lets others take the lead and the credit by stepping to one side, to grow their capability and confidence.</p> <p>Understands implications of diversity and applies this knowledge to ensuring that his/her team is committed to and involved in the effective management of diversity</p>	<p>Encourages others to take responsibility for their own development and creates a supporting environment where mistakes can be admitted and learned from.</p> <p>Gives team members responsibility and challenging work but supports them when necessary.</p> <p>Provides space for others to be creative, innovative and to take risks so that they can develop their own capabilities and approaches.</p> <p>Management of diversity is communicated effectively,</p>

			sensitively and implemented effectively.
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