



Role Profile

Recovery Navigator

Wellbeing and Recovery Service

Second Step

162 Pennywell Road

Bristol, BS5 0TX

January 2024

Second Step

Second Step is a leading mental health charity based in the West of England. We work across the region offering housing, support and hope to hundreds of people with many kinds of mental health problems. We pride ourselves on our innovative approach, based on the principle of recovery. We always make sure that the people who use our services are at the heart of everything we do, shaping the way our services are delivered.

The Service

Second Step are working with partners including Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), GPs, Social Workers, and the Integrated Care Board (ICB) across Bristol, North Somerset, and South Gloucestershire (BNSSG). Under BNSSG's Community Mental Health Programme, we are developing a 'one team' approach to community mental health services. The three priorities of our work are to:

1. Improve access to high quality, evidence-based support
2. Provide integrated support
3. Address health inequalities

The aim of the service is to provide a multi-professional and collaborative approach to personalised mental health care. The integrated team approach will support people who may not traditionally meet the diagnostic thresholds for services, through a model that focuses on complexity, encompassing physical health and wider social needs. Support will be provided in a flexible manner, with interventions tailored to people's needs, without multiple referrals or repeated assessments to access these interventions. A key role for these teams is to take a place-based view to ensure that the right services are established for the local population, addressing, and advancing work to tackle entrenched health inequalities.

As a Recovery Navigator, you will work as part of a Mental Health and Wellbeing Integrated Network Team (MINT) with colleagues from primary and secondary mental health services, social care, and other statutory and voluntary sector agencies. You will support the development of new ways of integrated working and play a key role in ensuring wrap-around support for people referred into the MINT. Depending on the needs of the service, you may hold a small caseload of clients.

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

This role will build strong relationships within the multi-disciplinary team, based in the offices embedded in the local community. The role also incorporates community working as required for clients and networking with partners.

The focus of the role is to ascertain the individual support needs of each client, identify any medical or clinical/NHS/AWP support and to signpost to appropriate, effective interventions and treatments provided by community groups, other Voluntary, Community, Faith and Social Enterprise (VCFSE) organisations for people with long term mental health needs enabling and assisting them to meet daily health, social care and wellbeing needs in line with personal recovery goals. Engagement with mainstream services will be facilitated.

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 deliver mental health support and interventions to people in primary care. To work collaboratively with the client, GP, and other health and care professionals to ensure people with moderate-serious mental health needs are supported to connect to their community, to build resilience and to improve their wellbeing. To deliver support in a way that is tailored to the individual's cultural and social needs.

1.2 Job Context

. The role will work with patients with mental health needs registered to one of the GP practices that sit within the PCN. This role is about supporting people with moderate to serious mental health needs who often fall between the primary and secondary care gap.

This role will complement the existing primary care support available whilst creating a new 1:1, trauma-informed support offer.

1.3 Organisation

Employer organisation: Second Step

Line Manager: MINT Team Manager - Operational MINT Activity:

and VCSE input: Second Step Partnership Manager/Senior - HR, support intervention line management

Direct Reports: None

Professional relationship: GPs, Social Prescribers, Primary Care workforce, AWP; MINT colleagues

1.4 Job Accountabilities

- Support the development of the MINT including testing new ways of providing integrated care to service users.
- Work as a core member of the MINT based in the locality hub alongside professionals from PCLS/Bristol Triage, Adult Social Care and AWP, and others to complete support conversations with clients referred into the MINT hub.
- Work closely with colleagues and build strong partnership working with other agencies such as GP's, Health and Social Care, other Voluntary and Community Services and taking initiative to share learning, new ideas and trends.

- To complete support conversations with the client. The support conversation is a simple intervention to assess what matters to a person with regard to their life, support needs, goals, strengths, and desired outcomes whilst addressing their concerns. The conversation includes the Dialog tool that helps monitor outcomes. This tool can be revisited at any point but is essential at the start and completion of support.
- Attend and contribute in a positive and proactive way to daily handovers and Multi-Disciplinary Discussions (MDD) within the MINT Hub
- Identify, assess, contribute, maintain, provide feedback, 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 responsibly 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.
- Work in a culturally sensitive way for all service users, 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, LGBTQ+ service users, disabled people and with people with a range of backgrounds and ethnicity. If you are providing direct support tailoring services to meet an individual's needs.
- To navigate the 'wider system' which includes signposting or supporting the client to access support in relation to housing, debt advice, employment, family/relationship breakdown etc. Manage casework, documentation, and time effectively, ensuring up to date and clear record keeping in line with policies, making the best use of own supervision, reflective practice, training, and staff development.
- Ensure up to date and clear record keeping in line with policies.
- Co-ordinate support, referring and liaising effectively with all professionals, agencies and other parties involved in a service user's support to deliver the support package.
- Ensure the service is 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 the role adhering to Second Step's policies, procedures, values, code of conduct and current legislation using a recovery orientated, psychologically and trauma informed, equalities-based approach.
- Enable individuals 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.
- Deliver and participate actively in supervision, formulation, and reflective practice spaces. Proactively seek advice and support from colleagues, managers, and other agencies as relevant.
- Promote and facilitate service user involvement 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.
- Provide feedback and data as requested to develop the service and effective joint working protocols with the MINT staff team.
- Collaborate with other team members (internal and external) to meet targets and promote effective communication and teamwork.
- Maintain hope and optimism for the individual with high expectations for recovery. Use lived experience (if appropriate) to positively support the individual's recovery.
- Assist the MINT Team Manager and Second Step Partnership Manager to monitor and evaluate the service.
- Any other duties as required.

As the MINT develops there may be scope to provide support interventions for adults with mental health needs in their own communities which may include: -

- coordinate and provide medium to high level mental health support, as well as navigation through mental health services.

- provide appropriate, effective interventions and treatments to people with long term mental health needs enabling and assisting them to meet daily health, social care and wellbeing needs in line with personal recovery goals.
- Build a trusting and collaborative relationship with the client; demonstrating hope and courage.
- To support the client to utilise self-management tools to stay well e.g. Wellness Recovery Action Plan.

1.5 Performance measures

- Contribute to a project that has high aspirations for individuals and has a commitment to supporting recovery for everyone accessing support.
- Delivery of specified individualised support work to time and standard.
- Ensure that all support information is up to date, person centred, and outcome focused.
- Ensure that positive outcomes for individuals are achieved through high quality one to one work and integrated work with MINT colleagues.
- Work to policies and procedures.
- Contribution to the development of the project.
- Collaboration and contribution to the effectiveness of the project.

2.0 Person profile

2.1 PERSON SPECIFICATION

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

