



Role Profile

Community Rehabilitation Service

Recovery Navigator

Second Step

9 Brunswick Square

Bristol BS2 8PE

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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.

Community Rehabilitation Service

The service is provided by Second Step, in partnership with the women's mental health organisation Missing Link and the Avon and Wiltshire NHS Partnership Trust (AWP). The service operates in the community and at Wellbridge house, a therapeutic accommodation setting.

The Community Rehabilitation Service specialises in working with people with long-term mental health and complex needs. Its focus is on supporting people to gain the skills and confidence to live as independently as possible in the community, by providing specialist assessment, treatment and interventions for every individual. The Service has high expectations of recovery for everyone it supports.

How the Service Works

The service is delivered in local settings in the community of Bristol and at Wellbridge house. Wellbridge house offers accommodation for 10 people (male and female) with 24-hour support. The service supports people from across Bristol, including service users who may have used the rehabilitation hospital wards run by AWP. Our aim is to reach all of Bristol's communities.

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

The Community Rehabilitation Service is a community based service including provision of specialist support accommodation. This role will be based within the Accommodation part of the service, working with service users during their stay. The service can accommodate up to 10 residents. The post holder will, together with the rest of the accommodation team, ensure that the service is warm, welcoming and safe. Employed by Second Step, the post holder will work alongside colleagues from Missing Link and Avon and Wiltshire NHS Partnership Trust (AWP) to deliver the accommodation service. The service model is intentionally flexible, the post holder will, as required, have the opportunity to work with colleagues within the Community Spoke delivering a high quality recovery led service to the clients in this part of the service.

The role is focussed on providing safe accommodation that is psychologically and trauma informed with a therapeutic feel. Within this the post holder will deliver effective support interventions and treatments to people with long term mental health needs, their carers (including friends and relatives) and their supporters in the community, enabling and assisting them to meet daily health, social care and well being needs, in line with personal recovery goals, and facilitating engagement with mainstream services.

The post holder will have a case load and will key-work a number of service users alongside their care coordinators. This will include an ongoing assessment of needs, goals and aspirations, the development and co-production of plans to meet these, and then the support for the service user to follow these plans and to meet their goals. These plans will be kept under regular review with the service user to ensure that they are supporting their recovery and increasing independence.

The role will also require undertaking and delivering specific interventions, including identified service users on other caseloads. This may be on a one to one basis, or as part of a group activity.

The post holder will work on a rota within the Accommodation Service (Wellbridge House) as part of a team providing 24 hour cover to the service. The rota will be made up of shifts that will include day, late shifts and week-ends. The rota will be flexible to meet the needs of the service and service users.

Values

- **Recovery:** the right to recovery, whatever the person's background
- **Change:** the ability of people to change
- **Collaboration:** no 'wrong door', interconnectedness and collaboration between services and communities
- **Accountability:** to service users, staff, commissioners, stakeholders
- **Efficiency:** with effectiveness
- **Compassion:** with caring, honesty and respect
- **Innovation:** continuous improvement through challenge, listening, learning, including best practice from other Lot Leaders
- **Encouragement:** of full potential of staff and users

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. 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

Work collaboratively together with service users and other professionals to navigate and coordinate services (both social and clinical interventions), connecting into community resources, building resilience and improving wellbeing. Work within a recovery and psychologically informed approach, taking a holistic view to support people's recovery to live fulfilling lives. Ensure that services are tailored to individual's cultural and social needs.

Job Context

The Community Rehabilitation Service will, on a continuing basis, provide 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 that includes Occupational Therapists, Clinical Psychologists, Psychiatrists, Peer Navigators, Recovery Navigators, Community Psychiatric Nurses and a Nurse prescriber employed by AWP, Missing Link and led by Second Step. The post holder will need to work collaboratively and in partnership with all these agencies as one team.

1.2 Team Structure

Immediate Supervisor: Senior Rehabilitation Navigator

Colleagues/Peers: Recovery Navigators / Assistant Recovery Navigators / Wider Community Rehabilitation Service Team

Direct Reports: None

1.3 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 and AWP policies, procedures, values, code of conduct and current legislation using a Recovery orientated, psychologically informed, equalities based approach.
- Co produce, implement and review Care Plans, Safety and Crisis plans and other self-management tools e.g. Wellness Recovery Action Plan, in partnership with service users and in line with best practice.
- Key-work 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 with the service and build strong partnership working with other agencies such as Health and Social Care, Voluntary and Community Service. Support/ facilitate service users to access services.
- Identify, assess, contribute, maintain, feedback 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, 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 Care 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, LGBTQ+ 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 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, meet targets and Service Level Agreements and promote effective communication and teamwork.
- Work within a rota system including evenings, weekend and night working as required.
- Contribute to the delivery of activities delivered at Wellbridge house and promote activities and enable access to the community.
- 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 and families if appropriate.

1.4 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 caseload management to time and standard.
- Delivery of up to date Care Plans that are realistic, client centred and outcome focused.
- Ensuring safe service delivery, safeguarding service users, carers and families.
- Ensure the provision of high quality and safe accommodation, meeting legal requirements and Second Step and AWP policies.
- Preparation and delivery of high quality group and specialist activities at Wellbridge house.
- 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 and 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

<p>Values</p>	<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 	
<p>Other</p>	<ul style="list-style-type: none"> ▪ Access to appropriate transport as required to undertake the duties of this post 	

2. 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</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>

		mile” to deliver work on time and within budget.	
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 External agencies Funders Any other interested parties</p>	<p>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.</p> <p>Is aware of Equal opportunities issues and how discrimination can affect service users and other customers.</p> <p>Works to establish good relationships with service users, visitors and other customers.</p> <p>Understands Second Step’s code of conduct and values and makes sure that their working relationships reflect these.</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.</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>Works hard and invests time getting to know and developing good working relationships with service users and other customers.</p> <p>Knows who their key customers are and is able to change own style to suit different customer’s needs.</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 discrimination and acts to reduce it, both within the organisation and with external agencies.</p> <p>Identifies and nurtures customer contacts that have a positive impact on work and/or Second Step.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Effective Communication</p> <p>Relevance to Recovery:</p>	<p>Understands the information required by their peers and reports and is skilled and</p>	<p>Plans and manages all communications and ensures</p>	<p>Has highly developed presentation abilities and is effective at promoting the key</p>

<p>How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.</p>	<p>confident at communicating with, and listening to, others.</p> <p>Designs and writes well structured, clear and relevant documents, letters and reports.</p> <p>Communicates with others in a form and manner that takes into account their background, culture and level of understanding.</p>	<p>they are clear, effective and have maximum impact.</p> <p>Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications.</p> <p>Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.</p>	<p>messages and objectives of organisation.</p> <p>Plans communication around the needs/objectives of the audience.</p> <p>Distils key messages or key conclusions from complex situations.</p>
<p>Competency</p>	<p>Entry Level</p>	<p>Desired Level</p>	<p>Exceptional Level</p>
<p>Partnership and Teamwork</p> <p>Relevance to Recovery: 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>Develops and maintains effective working relationships, understands and contributes to 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>Always tries to understand the needs and priorities of colleagues and reports, builds 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; develops constructive relationships with SMT and</p>	<p>Able to work effectively in different cultural situations and with different groups.</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>

		other stakeholders, to enable their true involvement in decision making.	
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.</p> <p>Uses reflection on their work in supervision to maintain and improve their work.</p> <p>Maintains their own personal and professional development by using both formal and informal learning opportunities, independent of/in addition to, their supervisor’s suggestions.</p>

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
<p>Recovery Orientated Practice</p>	<p>Has an understanding of recovery principles and values including:</p> <ul style="list-style-type: none"> ▪ Listening to peoples stories in a non judgemental way. ▪ The importance of helping people meet their own needs. 	<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>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>

	<ul style="list-style-type: none"> ▪ The importance of enabling social inclusion ▪ How approaches and services can help or hinder recovery. 	Actively promotes recovery with colleagues and and the wider organisation.	
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: Having a good knowledge of our services and other resources to increase choice for service users.</p>	<p>Knows and understands Second Step’s key values and can demonstrate how they apply them to their day to day work.</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</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>Understands structure and aims of all services within Second Step.</p> <p>Knows who our key partners and competitors are.</p>	<p>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>Shows sensitivity to the strategic priorities and any resource constraints within Second Step and other agencies.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Policy, Procedure and Practice.</p> <p>Relevance to Recovery: 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>Understands how, and can explain why, policies and procedures are applied for the benefit of service users and staff.</p> <p>Identifies areas where improvements to policy, procedure or practice can be made.</p> <p>Identifies when changes to practice impact on policies and procedures.</p>	<p>Actively pursues improvements to procedures which produce benefits to all.</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>Is able to draft new policies as required and incorporate 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>