



## **Role Profile**

**Community Rehabilitation Service**

**Community Based**

**Senior Rehabilitation Recovery Navigator**

**Second Step**

**9 Brunswick Square**

**Bristol BS2 8PE**

**May 2019**

## 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 is delivered in the community as part of Bristol Mental Health services and is led clinically by a AWP Clinical Psychologist.

The Community Rehabilitation Service specialises in working with people with complex mental health problems. 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 that it supports.

The service supports people from across Bristol. 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

This role, based within the Community spoke of the Service, works with clients living in the community as well as those within the Service's 24 hour supported accommodation service in Brentry. Employed by Second Step, the post holder will work alongside colleagues from partner organisations Missing Link and Avon and Wiltshire Mental Health Partnerships NHS Trust (AWP) as part of a multi-disciplinary team to deliver the service.

The focus of the role is to provide appropriate, effective interventions and treatments to people with complex and / or long term mental health problems, and their carers (including friends and relatives) and 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 community / neighbourhood services.

The post holder will have a case load and will act as care coordinator for a number of service users. This will include both initial and ongoing assessment of needs, goals and aspirations, the development and co-production of plans with the service user to meet these. As care coordinator, you will carry out regular reviews of Care Plans with service users. You will work on a one to one basis with service users and also carry out group work as required.

The Senior Recovery Navigator will provide leadership and supervision to a number of Recovery Navigators within the Community Service. Additionally, on occasion the post holder may be required to work within the Accommodation hub 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 Team Manager and the Senior Operations Manager in the monitoring and evaluation of the Service.

Work hours can be flexible, but are mostly delivered from Mon-Fri in normal office hours. Postholders are however expected to be willing to work flexibly to provide cover to the whole service is required and subject to appropriate notice.

You will receive regular line management and separate clinical / case supervision. We also offer regular reflective practice sessions and a comprehensive training package for the post..

## 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 services
- **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; and
- 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**

This role will be based within the community service based at Brunswick Square. The post holder will act as care co-ordinator to a caseload of clients, and will line manage a number of Recovery Navigators and will support and assist them to deliver their roles. 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 Team Manager in the provision of a high quality, effective and comprehensive support service to service users.

### **1.2 JOB CONTEXT**

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.

### **1.3 ORGANISATION**

Immediate Supervisor: Team Manager

Colleagues/Peers: Senior Rehabilitation Recovery Navigators and multi-disciplinary colleagues within the service.

Direct Reports: Rehabilitation Recovery Navigators

## 1.4 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 spoke. 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 as required.
- Contribute to the delivery of activities delivered in the Accommodation service and 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 Team Managers 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.

## **1.5 PERFORMANCE MEASURES**

- 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 Hub and the Recovery centre
- 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.
- Collaboration and contribution to the effectiveness of the team.

## 2. PEOPLE PROFILE

### 2.1 PERSON SPECIFICATION

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

Other	<ul style="list-style-type: none"><li>▪ <i>A current, full driving licence and access to appropriate motorised vehicular transport (such as a car, moped or motorbike).</i></li></ul>	
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## 2.2 COMPETENCIES

Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<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 (2)	Desired Level (3)	Exceptional Level (4)
<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>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.</p>	<p>Understands both explicit and implicit service user needs and identifies ways in which service/organisation can respond effectively.</p>

<p>Customers include:                  Service users                  Carers                  Members of the public                  External agencies                  Funders                  Any other interested parties</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 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>Contributes to a culture which is customer focussed and where the customer comes first, including responding to both internal and external customers.</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>
<p><b>Competency</b></p>	<p><b>Entry Level (2)</b></p>	<p><b>Desired Level (3)</b></p>	<p><b>Exceptional Level (4)</b></p>
<p>Plans and manages all communications and ensures they are clear, effective and have maximum impact.</p> <p>Is a sensitive communicator, able to diffuse difficult situations by</p>	<p>Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation.</p> <p>Plans communication around</p>		

<p>Careful handling of communications.</p> <p>Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.</p>	<p>the needs/objectives of the audience.</p> <p>Distils key messages or key conclusions from complex situations.</p>		
<p><b>Competency</b></p>	<p><b>Entry Level (2)</b></p>	<p><b>Desired Level (3)</b></p>	<p><b>Exceptional Level (4)</b></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 and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making.</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>

<b>Competency</b>	<b>Entry Level (1)</b>	<b>Desired Level (2)</b>	<b>Exceptional Level (3)</b>
<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>

<b>Competency</b>	<b>Entry Level (2)</b>	<b>Desired Level (3)</b>	<b>Exceptional Level (4)</b>
<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>
<b>Competency</b>	<b>Entry Level (3)</b>	<b>Desired Level (4)</b>	<b>Exceptional Level (5)</b>
<p>Recovery Orientated Practice.</p>	<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</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>



	organisation		
<b>Competency</b>	<b>Entry Level (3)</b>	<b>Desired Level (4)</b>	<b>Exceptional Level (5)</b>
<p>Working with Change.</p> <p>Relevance to Recovery: Services are supportive and helpful to each individual. Staff and systems are flexible and respond to service user’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>
<b>Competency</b>	<b>Entry Level (3)</b>	<b>Desired Level (4)</b>	<b>Exceptional Level (5)</b>
<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>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</p>	<p>Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal</p>

	Keeps up to date with changes in sector and can describe how they impact on our work.	constraints within Second Step and other agencies.	
<b>Competency</b>	<b>Entry Level (3)</b>	<b>Desired Level (4)</b>	<b>Exceptional Level (5)</b>
<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>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>	<p>Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal</p>
<b>Competency</b>	<b>Entry Level (1)</b>	<b>Desired Level (2)</b>	<b>Exceptional Level (3)</b>
Leadership and Influencing	<p>Points out the pros and cons of a particular action or proposal.</p> <p>Uses one or two well-reasoned</p>	Monitors the performance and progress of the team and is aware of the impact on the wider organisation.	Understands the need to use informal persuasion and provision of information, to influence others over whom

	<p>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>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 optimism and enthusiasm for the job.</p>	<p>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>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>
<p><b>Competency</b></p>	<p><b>Entry Level (1)</b></p>	<p><b>Desired Level (2)</b></p>	<p><b>Exceptional Level (3)</b></p>
<p>Releasing Potential</p>	<p>Coach’s reports including giving feedback.</p>	<p>Creates and uses a variety of ‘on the job’ opportunities to keep</p>	<p>Encourages others to take responsibility for their own</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>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>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, sensitively and implemented effectively.</p>
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