



## **Role Profile**

### **Recovery Navigator**

### **Wellbeing and Recovery Service**

## **Second Step**

**9 Brunswick Square,**

**Bristol, BS2 8PE**

**June 2022**

## 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 across Bristol, North Somerset and South Gloucestershire to provide Recovery Navigator services to people in need of support with their mental well-being. You will be support clients across Network 4 Primary Care Network (PCN) in South Gloucestershire; covering Emersons Green, Downend, Staple Hill & Kingswood and surrounding areas, providing medium to high level mental health support. You will hold a caseload of clients with referrals coming directly from GP surgeries.

As a Recovery Navigator, you will be responsible for providing support to a caseload of clients with moderate to severe mental health problems and liaising with partnering agencies.

## 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 is currently offering a blended approach to working which includes working at home, in the community and in office space in or around the area (location to be confirmed).

The focus of the role is to 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. 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 as part of the PCN social prescribing service. To work collaboratively with the client, GP, and other health & 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**

This is a role working in the Network 4 Primary Care Network (PCN) in South Gloucestershire, covering Emersons Green, Downend, Staple Hill & Kingswood and surrounding areas. 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:	Senior Recovery Navigator
Direct Reports:	None
Professional relationship:	GPs, Social Prescribers, Primary Care workforce, AWP

## 1.4 JOB ACCOUNTABILITIES

- Build a trusting and collaborative relationship with the client; demonstrating hope and courage
- To complete individual assessments that will inform the client's recovery plan. To support the client to utilise self-management tools e.g. Wellness Recovery Action Plan to stay well.
- Use a range of interventions, approaches and tools (motivational interviewing, active listening, navigation, solution-focused support) that enables people to move positively in their recovery.
- To navigate the 'wider system' which includes supporting the client to access support in relation to housing, debt advice, employment, family/relationship breakdown etc.
- To work with the Senior Recovery Navigator to coordinate referrals from GP practices
- To adhere to Second Step's policies, procedures, values, code of conduct and current legislation using a recovery orientated, psychologically and trauma informed, equalities-based approach and coproduction.
- Work collaboratively and build strong relationships with primary care colleagues including: social prescribers, GPs, primary care staff (i.e. receptionists, health coaches) and AWP.
- To contribute to multi-disciplinary team meetings in a positive and proactive way. Taking initiative to share learning, new ideas and trends with partner agencies.
- 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 are implemented and fully adhered to ensure all safeguarding issues are properly managed.
- Have up-to-date safeguarding training and ensure that Safeguarding policies and procedures are fully adhered to.
- Enable clients 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 clients, tailoring 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+ clients, disabled people and with people with a range of backgrounds and ethnicity.
- Participate actively in supervision and reflective practice.
- To complete outcome monitoring tools with the clients and ensure accurate reporting of service KPIs and outcomes.
- Responsibility for managing own caseload without the need for close supervision. To refer and liaise effectively with all professionals, agencies and other parties involved in client's support.
- Strong ethos of collaboration and team work.

## **1.5 PERFORMANCE MEASURES**

- Delivery of specified support work and case management to time and standard.
- Delivery of up-to-date support plans that are realistic, client centred and outcome focused.
- Positive outcomes for service users are achieved.
- Full implementation of policies and procedures.
- Contribution to the development of the service.
- 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 GCSE level/NVQ 2 or equivalent</li> <li>▪ IT skills including ability to produce various documents in Word, and use of email and internet.</li> </ul>	<ul style="list-style-type: none"> <li>▪ A recognised qualification in a relevant field (for example DipSW, RMN, CPN)</li> <li>▪ Psychologically informed practice</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>▪ Proven knowledge of support needs of people with mental health needs.</li> <li>▪ Proven knowledge of equal opportunities issues</li> <li>▪ Proven knowledge of health and safety issues, especially those relevant to mental health</li> <li>▪ Proven knowledge of safeguarding policies and procedures relating to adults and children and young people</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proven knowledge of welfare benefits</li> <li>▪ Proven knowledge of the social care sector</li> <li>▪ Knowledge of working with people with drug and alcohol, learning disabilities or complex needs</li> </ul>
Experience	<ul style="list-style-type: none"> <li>▪ A minimum of two years' significant experience working with people with mental health needs, or people with complex needs</li> <li>▪ Proven experience of working with people with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency long term conditions)</li> <li>▪ Proven experience of carrying out needs and/or risk assessments and the support planning process</li> <li>▪ Experience of working with a number of individuals with competing needs and priorities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proven experience of mental health issues and/or services, either as a user, carer or supporter.</li> </ul>

## 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. 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 organization 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 (2)	Desired Level (3)	Exceptional Level (4)
<p data-bbox="190 331 501 360">Effective Communication.</p> <p data-bbox="190 400 607 571">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.</p>	<p data-bbox="683 331 1104 507">Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others.</p> <p data-bbox="683 547 1061 651">Designs and writes well structured, clear and relevant documents, letters and reports.</p> <p data-bbox="683 730 1122 866">Communicates with others in a form and manner that takes into account their background, culture and level of understanding.</p>	<p data-bbox="1149 331 1565 475">Plans and manages all communications and ensures they are clear, effective and have maximum impact.</p> <p data-bbox="1149 515 1583 619">Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications.</p> <p data-bbox="1149 659 1597 794">Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.</p>	<p data-bbox="1628 331 1991 507">Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation.</p> <p data-bbox="1628 547 1973 651">Plans communication around the needs/objectives of the audience.</p> <p data-bbox="1628 691 1951 794">Distils key messages or key conclusions from complex situations.</p>

Competency	Desired Level (2)	Exceptional Level (3)	Exceptional Level (4)
<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>

Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<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	Desired Level (2)	Exceptional Level (3)	Exceptional Level (4)
<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 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 (2)	Desired Level (3)	Exceptional Level (4)
<p>Recovery Orientated Practice.</p>	<p>Has an understanding of recovery principles and values including:</p> <ul style="list-style-type: none"> <li>▪ Listening to peoples stories in a non judgemental way.</li> <li>▪ The importance of helping people meet their own needs.</li> <li>▪ The importance of enabling social inclusion</li> <li>▪ How approaches and services can help or hinder recovery.</li> </ul>	<p>Consistently applies recovery principles and values in direct work with service users.</p> <p>Is able to use a recovery focused 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>

Competency	Desired Level (3)	Exceptional Level (4)	Exceptional Level (5)
Working with Change.	Effectively implements changes in policy and procedure with	Effectively implements new strategies with guidance.	Is able to implement changes in policy and procedure with

<p>Relevance to Recovery: Services are supportive and helpful to each individual. Staff and systems are flexible and respond to</p>	<p>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>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>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>
<p>Competency</p>	<p>Entry Level (2)</p>	<p>Desired Level (3)</p>	<p>Exceptional Level (4)</p>
<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>Understands structure and aims of all services within Second Step.</p> <p>Knows who our key partners and competitors are.</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</p>	<p>Entry Level (2)</p>	<p>Desired Level (3)</p>	<p>Exceptional Level (4)</p>

<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>
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