



Role Profile

Recovery Navigator

Wellbeing and Recovery Service

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.

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. This is a community-based service, 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 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 actively support 16-20 clients at any one time, managing caseload independently
- 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 and Social Prescribing Link Workers
- 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"> ▪ 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.