



Role Profile

Community Rehabilitation Service

Night Assistant 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 will also be delivered at Wellbridge House.

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 and also at Wellbridge House, a supported rehabilitation accommodation. This unit offers a wide range of activities, and includes accommodation for 10 people, with 24-hour support. The service supports people from across Bristol, including patients 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 clients during their stay. 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 Team 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 work with identified service users alongside the rest of the Community Rehabilitation service. This will include an ongoing assessment of needs, goals and aspirations, working within agreed plans of support, supporting service user to follow these plans and to meet their goals. The post holder will contribute to regular reviews of these plans with service users 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, as part of a team providing 24 hour cover to the service for the night shifts. There will be some flexibility from the service to accommodate working some day shifts if required.

Values:

- **Recovery:** the right to recovery, whatever the person's background
- **Change:** the ability of people to change

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- **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; 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

Work collaboratively together with service users and other professionals to navigate services (both social and clinical interventions), connecting into community resources, building resilience and improving wellbeing. Assist Recovery navigators and other staff with the provision of a high quality support service to service users. 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.

1.2 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.

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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 need to work collaboratively and in partnership with all these agencies as one team.

1.3 Organisation

Immediate Supervisor: Senior Rehabilitation Navigator

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

Direct Reports: None

1.4 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 Steps policies, procedures, values, code of conduct and current legislation using a Recovery orientated, psychologically informed, equalities based approach.
- Maintain regular contact with service users and provide practical support and assistance as appropriate.
- Contribute towards the co-production, implementation and review of recovery plans, crisis plans and other self-management tools e.g. Wellness Recovery Action Plan, in partnership with service users in line with best practice.
- Assist in the delivery of 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.
- Assist to 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 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.
- Assist 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, LGBT 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.

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- Contribute to project work, development initiatives and implementation of policies and procedures with guidance from the management team.
- Manage own workload 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.
- Provide flexible cover as required, covering for other colleagues when necessary
- Contribute to the delivery of activities delivered in the Accommodation Hub and the Resource Centre, 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 if appropriate.
- Work to night security procedures to ensure the overall safety and security of the service.
- Manage night tasks and time effectively, making best use of supervision, training and staff development.

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. Ensure recovery plans are followed and file notes updated regularly.
- Ensuring safe service delivery, safeguarding service users, cares and families.
- Ensure the provision of high quality and safe accommodation, meeting legal requirements and Second Step policies
- Assist in the 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.

2. People Profile

1.5 PERSON SPECIFICATION

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ <i>Numeracy and literacy to GCSE level/NVQ 2 or equivalent</i> ▪ <i>Basic IT Skills including producing various documents on Word and using email and internet</i> 	
Knowledge	<ul style="list-style-type: none"> ▪ <i>Knowledge of the care and support needs of people with mental health needs</i> ▪ <i>Knowledge of health and safety issues</i> ▪ <i>Knowledge of equal opportunities issues</i> 	<ul style="list-style-type: none"> ▪ <i>Knowledge of safeguarding policies and procedures relating to adults and children</i>
Experience	<ul style="list-style-type: none"> ▪ <i>Experience of working with vulnerable people either in a paid or voluntary capacity</i> ▪ <i>Experience of managing 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>
Values	<ul style="list-style-type: none"> ▪ <i>Ability and motivation to work with a Recovery focused approach</i> ▪ <i>Commitment to diversity and equal opportunities at work</i> ▪ <i>Commitment to service user participation and involvement</i> ▪ <i>Commitment to continued personal development</i> 	
Other	<ul style="list-style-type: none"> ▪ <i>Access to appropriate transport as required to undertake the duties of this post</i> 	

1.6 Competencies

Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<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>Works to agreed goals and completes work within agreed timescales.</p> <p>Identifies when there is a problem and gets input from others to find solutions.</p> <p>Works hard but does not always stay focussed on priorities, increases effort with guidance.</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>
Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<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</p>	<p>Understands explicit service user 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,</p>	<p>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.</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</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.</p> <p>Understands and identifies discrimination and social exclusion and acts to reduce it in service delivery.</p> <p>Develops feedback and</p>

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<p>Funders Any other interested parties</p>	<p>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>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>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>Competency</p>	<p>Entry Level (1)</p>	<p>Desired Level (2)</p>	<p>Exceptional Level (3)</p>
<p>Effective Communication.</p> <p>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>Communicates important messages clearly to others.</p> <p>All written work as required by the post is clear and legible.</p> <p>Uses non discriminatory language in both speaking and writing.</p>	<p>Understands the information required by their peers and reports and is skilled and 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>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 careful handling of communications.</p> <p>Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.</p>

Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<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>Is considerate to the needs of others at work and openly shares information with them.</p> <p>Participates willingly in the team and does their share of work.</p> <p>Makes an effort to build good working relationships with peers, their team and external agencies.</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>

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	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<p>Service Area Expertise</p> <p>Relevance to Recovery: Services support individuals to find ways of understanding and meeting</p>	<p>Understands routine work related tasks.</p> <p>Follows correct procedures in carrying out tasks.</p>	<p>Understands the specialist and/or professional requirements of the job and applies this in their day to day work.</p>	<p>Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their</p>

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their own needs.	Works within Equal Opportunities Policy.	<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>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>
Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
Recovery Orientated Practice.	Shows an active interest in and a commitment to learning about recovery principles and values	<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. ▪ The importance of enabling social inclusion ▪ How approaches and services can help or hinder recovery. 	<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 organisation</p>
Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<p>Working with Change.</p> <p>Relevance to Recovery: Services are supportive and helpful to each individual. Staff and</p>	<p>Is able to adapt to new environments and work in different environments</p> <p>Prepared to contribute ideas</p>	<p>Is adaptable to new ways of working and is willing to accept new challenges.</p> <p>Contributes ideas for change and</p>	<p>Effectively implements changes in policy and procedure with guidance.</p> <p>Understands that the working</p>

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<p>systems are flexible and respond to service user's changing needs.</p>	<p>when asked.</p> <p>Willing to try out new ways of working</p>	<p>improvements in a positive and constructive way.</p> <p>Is flexible when changes are required, even at short notice.</p>	<p>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>
Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<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 what the overall aims of their service/team are.</p> <p>Demonstrates basic knowledge of services offered by Second Step.</p> <p>Asks for guidance on how to develop and maintain knowledge of other services and the sector.</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>
Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
Policy, Procedure and Practice.	Always follows the organisation's	Understands how, and can	Actively pursues improvements

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<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>policies and procedures. Knows where to find out about policies and/or procedures and asks for guidance if they are not clear.</p>	<p>explain why, policies and procedures are applied for the benefit of service users and staff. Identifies areas where improvements to policy, procedure or practice can be made. Identifies when changes to practice impact on policies and procedures.</p>	<p>to procedures which produce benefits to all. Challenges policies and procedures which have a negative impact on service delivery Uses judgement to reach decisions on situations not fully covered by policies or procedures</p>
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