



## **Role Profile**

# **Recovery and Wellbeing Worker (Mendip)**

## **Second Step**

**9 Brunswick Square, Bristol, BS2 8PE**

**July 2020**

Open Mental Health is a newly formed consortium of providers working collaboratively to transform the lives of people with mental health needs in Somerset. The Somerset Mental Health Alliance is made up of 9 Voluntary and Community Sector organisations: Rethink, Spark Somerset, Second Step, Mind (Somerset), Balsam Centre, Sweda, Age UK (Somerset), Citizens Advice, Watch CIC.

We are an ambitious partnership, with a vision to:

1. Use our collective strengths to transform the lives of people with mental health needs in communities across Somerset.
2. Positively influence whole communities around mental health.

Open Mental Health is a Somerset alliance of local voluntary organisations and the NHS. We are working in partnership to ensure that residents of Somerset get the support they need, when they need it.

Our shared ambition is to ensure that people living with mental health problems get the right support at the right time. Working together, we support people to live a full life, by enabling access to specialist mental health services, housing support, debt and employment advice, volunteering opportunities, community activities and physical exercise, to help support and improve their wellbeing and quality of life.

Recovery & Wellbeing Worker

## **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**

The Recovery and Wellbeing Worker is a key role in the new community mental health model across Somerset. This role will provide high quality support for people with moderate and serious mental health needs predominantly in a 1:1 capacity with the potential of some group opportunities.

The role holder will work collaboratively with a range of partners to ensure high quality support and outcomes for people with mental health needs. Your role will include connecting people to community resources, building resilience, improving wellbeing and coordinating and navigating social and clinical services around the individual. You will work within a recovery and psychologically informed approach, taking a holistic view to support people's recovery to live fulfilling lives. Support will be tailored to individual cultural and social needs.

### **1.2 JOB CONTEXT**

The Recovery and Wellbeing Worker is a new role to enable Open Mental Health to achieve its transformative vision for a community mental health model. The role will be expected to work in partnership with multiple agencies, including: 9 VCSE Somerset Alliance Consortium partners, Somerset Foundation Trust, Social Care, GPs and Experts by Experience. Harnessing a 'one team' ethos is essential. You will work in one of the four locality teams developing strong, local connections within your specified locality with ongoing support, supervision and guidance from wider alliance partners. This role aims to maximise positive and long-lasting outcomes for people with mental health needs in the community.

### 1.3 ORGANISATION

Employer organisation:	<i>Second Step</i>
Line Manager:	<i>Team Manager</i>
Direct Reports:	None
Professional relationship:	Somerset Mental Health Alliance partners, Somerset Foundation Trust, Social Care, GPs, Experts by Experience and Peers and key community agencies

## 1.4 JOB ACCOUNTABILITIES

### Achieving outcomes:

- Build trusting and collaborative relationship with the client using the principles of recovery; demonstrating hope and courage.
- Coproduce, implement and review recovery plans, risk management plans and other self-management tools e.g. Wellness Recovery Action Plan, in partnership with clients in line with best practice.
- Working from a Trauma and Psychologically Informed approach. Using a range of different interventions and support strategies such as motivational interviewing, brief interventions and solution focussed approaches to engage clients.
- Safety planning
- Enable clients to make informed decisions about their mental wellbeing, maximising their independence and providing an advocacy role where appropriate.
- Have up to date knowledge on local community groups/activities and facilitating access for clients to promote social inclusion. This includes knowledge around the wider determinants and ensuring people are linked to agencies that support with debt, employment and housing.
- Measure client and service outcomes using agreed outcome measures and using outcome data to improve and/or change support. Reporting success and learning through KPIs and case studies.
- Use lived experience (if appropriate) to positively support the individual's recovery.

### Partnership working:

- Work closely with Open Mental Health partners across other localities and Somerset Foundation Trust to build strong relationships and a collaborative model of support.
- Engage with local communities, voluntary sector agencies, GPs and volunteers to promote collaboration and long-lasting outcomes for clients and communities.
- Ensuring excellent communication across multiple partner agencies. Taking initiative to share learning, new ideas and trends with partner agencies.

### Policies & Procedures:

- Adhere to employing agency's policies, procedures, values, code of conduct and current legislation.
- Identify, assess, manage risk to ensure risk is minimised; escalate when necessary. Work in a safe manner using a positive risk-taking approach, ensuring the health and safety policies are implemented and adhered to.
- Have up-to-date safeguarding training and ensure that Safeguarding policies and procedures are fully adhered. Embedding a 'Think Family' approach within working practice.

### Equalities & Diversity:

- Work in a culturally sensitive way, tailoring support to meet individual needs, challenging stigma and discrimination, advocating for person if appropriate, and ensuring up-to-date community knowledge.
- Work positively 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.

## Caseload Management

- 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.
- Coordinate casework discussion at multi-disciplinary meetings.
- Contribute to additional project work or development initiatives at request from manager.

## Team Working:

- Strong ethos of collaboration and team work. Working closely with other team members to maximise service performance, identify opportunities for the use of grant funding, meet targets, outcomes and Service Level Agreements and promote effective communication and teamwork.
- Deliver and participate actively in supervision and reflective practice. Proactively seek advice and support from colleagues and other agencies and offer complex case support as relevant
- Oversee the development of peer volunteers
- Work within rota system including evenings and weekend working as required.
- Work closely with carers, families and children if appropriate.

## 1.5 PERFORMANCE MEASURES

- Excellent contribution to the delivery of a transformative community mental health model; committed to enabling recovery for everyone.
- Delivery of specified 1:1 support work using trauma and psychologically informed approaches



- Delivery of up to date support plans that are realistic, client centred and outcome focused.
- Managing caseloads effectively
- Ensure safe service delivery, safeguarding clients, carers and families
- Demonstrating and reporting positive outcomes for service users achieved through 1 to 1 and group work
- Full implementation of policies and procedures.

## 2. PEOPLE PROFILE

### 2.1 PERSON SPECIFICATION

	Essential	Desirable
Skills	<ul style="list-style-type: none"> <li>▪ <i>Numeracy and literacy to GCSE level/NVQ 2 or equivalent</i></li> <li>▪ <i>IT skills including ability to produce various documents in Word and Excel, and use of email and internet.</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>A recognised qualification in a relevant field (for example DipSW, RMN, CPN)</i></li> <li>▪ <i>Psychologically informed practice</i></li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>▪ <i>Proven knowledge of support needs of people with mental health needs.</i></li> <li>▪ <i>Proven knowledge of equal opportunities issues</i></li> <li>▪ <i>Proven knowledge of health and safety issues, especially those relevant to mental health</i></li> <li>▪ <i>Proven knowledge of safeguarding policies and procedures relating to adults and children and young people</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Proven knowledge of welfare benefits</i></li> <li>▪ <i>Proven knowledge of the social care sector</i></li> <li>▪ <i>Knowledge of working with people with drug and alcohol, learning disabilities or complex needs</i></li> </ul>
Experience	<ul style="list-style-type: none"> <li>▪ <i>A minimum of two years' significant experience working with people with mental health needs, or people with complex needs</i></li> <li>▪ <i>Proven experience of working with people with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency long term conditions)</i></li> <li>▪ <i>Proven experience of carrying out needs and/or risk assessments and the support planning process</i></li> <li>▪ <i>Experience of working with a number of individuals with competing needs and priorities</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Proven experience of mental health issues and/or services, either as a user, carer or supporter.</i></li> <li>▪ <i>Experience of facilitating group work sessions</i></li> </ul>

Values	<ul style="list-style-type: none"> <li>▪ <i>Commitment to diversity and equal opportunities at work</i></li> <li>▪ <i>Work with a Recovery focused approach</i></li> <li>▪ <i>Commitment to service user participation and involvement</i></li> <li>▪ <i>Commitment to continued personal development</i></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>	

## 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</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</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</p>

	guidance	extra mile" to deliver work on time and within budget.	service and the performance of the organisation.
<b>Competency</b>	<b>Entry Level (2)</b>	<b>Desired Level (3)</b>	<b>Exceptional Level (4)</b>
<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</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>

		change own style to suit different customer's needs.	
<b>Competency</b>	<b>Entry Level (2)</b>	<b>Desired Level (3)</b>	<b>Exceptional Level (4)</b>
<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>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>	<p>Has highly developed presentation abilities and is effective at promoting the key 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>
<b>Competency</b>	<b>Desired Level (2)</b>	<b>Exceptional Level (3)</b>	<b>Exceptional Level (4)</b>
Partnership and Teamwork.	Develops and maintains effective working	Always tries to understand the needs and priorities of	Able to work effectively in different cultural situations

<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>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>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>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>
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<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,</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>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</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>assists us to support individuals in their recovery.</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>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>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>
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<b>Competency</b>	<b>Desired Level (2)</b>	<b>Exceptional 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>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>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>

	Applies Equal Opportunities principles to practice within own service/team.	Ensures the service/team respects diversity in all aspects of service delivery.	Promotes respect for diversity with internal and external customers.
<b>Competency</b>	<b>Entry Level (2)</b>	<b>Desired Level (3)</b>	<b>Exceptional Level (4)</b>
Recovery Orientated Practice.	<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 focussed 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>
<b>Competency</b>	<b>Desired Level (3)</b>	<b>Exceptional 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</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</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>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>benefits of change.</p> <p>Involves others when changes are required so they have a sense of ownership.</p>	<p>Involves the whole team in any process of change so they have a sense of ownership.</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 (2)</b>	<b>Desired Level (3)</b>	<b>Exceptional Level (4)</b>
<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>
<b>Competency</b>	<b>Entry Level (2)</b>	<b>Desired Level (3)</b>	<b>Exceptional Level (4)</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>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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