



**Role Profile**  
**Recovery Coach**  
**Somerset**  
**Second Step**

**9 Brunswick Square**  
**Bristol BS2 8PE**  
**March 2019**

## 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 engage and support complex needs service users in leading their journeys, and to maximise their choice and control over the support they receive by developing a responsible network of support. To work with agencies, family, friends and others to create a comprehensive network of support that remains beyond the end of support provisions. To work in a motivational and psychologically informed way to create service user independence as quickly as possible, whilst managing needs and risk. To log and report system blocks and find creative ways to overcome these.

### 1.2 Job Context

Second Step is a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

Second Step, in partnership with Ara, are providing a new service for people with complex needs in Somerset. The service will work with clients and partners creatively to develop new and sustainable support and housing for adults facing difficulties in obtaining and sustaining housing and with needs in relation to mental health, drug and alcohol problems, behavioural issues, significant debt, and involvement in the criminal justice system. It is a five year contract starting April 2019.

### 1.3 Organisation

Line Management:

Team Manager

Colleagues/Peers:

Recovery Coaches, Partnership & Learning Manager, Senior Practitioner, Psychologist

Direct Reports:

N/A

## 1.4 Job accountabilities

- Work to the Recovery Coach model principles
- Conduct and support service users assessments
- Positively manage and reduce service user risk using risk planning tools
- Working with a caseload, undertake proactive work across Somerset to engage and build trusting relationships with clients. Developing a full understanding of their backgrounds, current situation, their priorities, needs, hopes and ambitions.
- Provide a single consistent point of contact for a service user and other people working with them.
- Develop strength-based actions, orientated around the Recovery Star. Support each client in leading their journey at a pace that is right for them, and review progress on actions with them on a regular basis.
- Communicate and meet with the service user's network and support them to support the service user's progression towards completing actions.
- Respond flexibly to clients, meeting at times and locations chosen by them.
- Work closely with volunteers to achieve a coordinated approach to supporting clients.
- Enable clients to build contact and increase use of services, increasing their choice and control.
- Where service blocks or barriers are encountered, raise these with the agencies concerned. Advocate and influence on behalf of clients to ensure identified services engage and do not reject clients.
- Where directed by the Team Manager, constructively challenge managers within the service and other agencies where appropriate. Where solutions cannot be found, raise these with senior managers and commissioners using agreed protocols.
- Work within information sharing protocols, and implement enhancements to information sharing that capture whole client journeys.
- Routinely and systematically engage clients in planning and delivering improvements in services. Engage service users to encourage coproduction via involvement groups.
- Maintain up to date information on available services.

- Working with the Psychologist, participate in reflective practice, and assist in enabling the implementation of a Psychologically Informed approach in all aspects of the team's practice using relevant interventions, and in service design.
- Assist in developing and implementing Equalities Impact Assessments and Action Plans for reaching and supporting clients who face additional barriers and exclusions due to cultural or other factors.
- Record client contact, progress and outcomes, help to analyse client data, and meet all reporting requirements.
- Participate in action learning sets, and learning about what works, and help influence change in the way services are designed and delivered in future
- Share learning within the team and throughout Second Step
- Abide by Second Step's policies, including safeguarding policy and procedures for adults and children and young people
- Ensure that best evidence and best practice is applied within the service at all times
- Undertake any tasks requested by the Team Manager, that are either within the role holder's capability or offer development opportunities, with appropriate support, to the role holder
- Adopt and promote the values and principles of Second Step and the Somerset Complex Needs service.

## **1.5 Performance measures and critical success factors**

- Support service users needs and manage risk
- Delivery of specified contact hours
- Delivery of team actions and targets
- Enabling clients to sustain their engagement in services and to pursue their hopes and ambitions
- Brokerage and coordination of service users network
- Identification of blocks and barriers faced by clients, and help to achieve solutions to overcome them
- Monitoring, recording, reporting and sharing of learning and impact

## People profile

### 2.1 Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Strong engagement skills, demonstrating flexibility and persistence in engaging clients using a variety of strategies</li> <li>▪ Ability to think and operate ‘outside the box’ in order to find creative and non-traditional ways of supporting clients</li> <li>▪ Skills in supporting clients to lead their recovery journey, and to maximize their choice and control</li> <li>▪ Negotiation, mediation and client advocacy skills</li> <li>▪ Influencing skills</li> <li>▪ Solutions focused “can do “ approach</li> <li>▪ Good standard of IT skills, particularly in MS Word</li> <li>▪ Excellent communication skills in both written and oral form</li> <li>▪ Able to work well under pressure and to plan and manage workload</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proven experience of working in the voluntary sector</li> <li>▪ Proven experience of working with complex needs</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>▪ A proven knowledge and understanding of the care and support requirements of people with complex and multiple needs relating to homelessness, mental health, offending, drugs and alcohol</li> <li>▪ A proven knowledge of safeguarding processes</li> <li>▪ An understanding of the issues experienced by the client group gained through personal and/or work experience</li> </ul>	<ul style="list-style-type: none"> <li>▪ Applying Psychologically Informed Interventions</li> <li>▪ Understanding of Critical Time Intervention</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Proven experience of working in service provision for people with complex and multiple needs relating to at least two of the following: mental health, drug and alcohol, homelessness, offending</li> <li>▪ Proven experience of outreach or floating support work, demonstrating persistence and flexibility and a range of strategies in successfully supporting clients to engage voluntarily</li> <li>▪ Proven ability to build relationships, and to work collaboratively and successfully in a team environment across sectors and agencies</li> <li>▪ Proven ability to promote and apply good practice in equality and diversity</li> <li>▪ Proven ability to operate risk management and safe working practices in working with vulnerable clients</li> </ul>	

<b>Values</b>	<ul style="list-style-type: none"> <li>▪ Commitment to equalities and diversity</li> <li>▪ Ability and motivation to work with a Recovery focused, strengths based approach</li> <li>▪ Commitment to co-production with service users and peer led approaches</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Able to work flexible hours including evenings and weekends and bank holidays</li> <li>▪ A current, full driving licence and access to appropriate motorised vehicular transport (such as a car, moped or motorbike)</li> </ul>	

## 2. Competencies

Competency	Entry Level	Desired Level	Exceptional Level
<p><b>Achieving Results</b></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	Desired Level	Exceptional Level
<p><b>Customer Care</b></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 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</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</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</p>

	of conduct and values and makes sure that their working relationships reflect these.	service users and other customers.  Knows who their key customers are and is able to change own style to suit different customer's needs.	and with external agencies.  Identifies and nurtures customer contacts that have a positive impact on work and/or Second Step.
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</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>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
<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</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</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</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</p>

<p>have full knowledge of who is involved in their support.</p>	<p>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>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>resolve these positively and tactfully.</p> <p>Is seen as a role model for partnership and teamwork.</p>
<p><b>Competency</b></p>	<p><b>Entry Level</b></p>	<p><b>Desired Level</b></p>	<p><b>Exceptional Level</b></p>
<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>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>	<p>Is open and realistic about their own competencies and shares this self appraisal with their supervisor. Uses feedback from their supervisor to improve their self appraisal skills.</p> <p>Actively shares their own learning with people they supervise.</p> <p>Is able to reflect on the quality of supervision given and received and seeks to address any concerns appropriately.</p> <p>Is a self-directed learner, able to accurately assess own development needs and consistently seeks to acquire new skills, knowledge and learning opportunities.</p>

<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</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</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
<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 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>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
<p>Working with Change</p> <p>Relevance to Recovery: Staff and systems are flexible and respond to customer's changing</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 environment is one of constant</p>	<p>Effectively implements new strategies with guidance.</p> <p>Views change as an exciting opportunity and continually strives to identify changes that will</p>

needs	improvements in a positive and constructive way. Is flexible when changes are required, even at short notice.	change and is able to explain and promote the benefits of change. Involves others when changes are required so they have a sense of ownership.	improve services. Involves the whole team in any process of change so they have a sense of ownership.
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
Organisation and Sector Awareness	Knows and understands Second Step's key values and can demonstrate how they apply them to their day to day work. Understands structure and aims of all services within Second Step. Knows who our key partners and competitors are.	Knows and understands Second Step's mission statement, vision and values and applies these to all areas of their work. Knows how own role and service/team fits into the overall organisation of Second Step and partners. Keeps up to date with changes in sector and can describe how they impact on our work.	Knows who the key decision makers are and what their views are on important issues. Networks and has contacts across Second Step and partners. Shows sensitivity to the strategic priorities and any resource constraints within Second Step and other agencies.
<b>Competency</b>	<b>Entry Level</b>	<b>Desired Level</b>	<b>Exceptional Level</b>
Policy, Procedure and Practice. 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.	Actively pursues improvements 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	Is able to draft new policies as required and incorporate organisational knowledge and best practice into these. Actively and accurately identifies gaps in policies and remedies these within appropriate timescale. Ensures any new policies and/or procedures are effectively promoted and implemented throughout service/team and organisation.	Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal