

**Role Profile**

**Recovery Navigator**

**Specialised Community Forensic Service**

**Second Step**

**Brunswick  
Square  
Bristol BS2 8PE  
April 2020**

## **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 CONTEXT**

The Specialised Community Forensic Team (SCFT) is a newly created team which has been developed to support people of secure in-patient units back into the community. Following a successful pilot bid, Avon Wiltshire Mental Health Partnership NHS Trust (AWP) has combined with Second Step (SS) to develop a valued partnership. The partnership will combine the clinical expertise of AWP with the social, community and recovery focus work of Second Step.

AWP have developed a comprehensive community based clinical team to support safe and sustainable discharges of clients with a forensic background. Second Step will underpin this with a clear focus on individual recovery, community involvement, equality and diversity. Our clients will have a combination of mental health difficulties and offending background. The service will cover Bristol North Somerset South Gloucestershire (BNSSG).

### **1.2 JOB PURPOSE**

The role of Second Step within this partnership arrangement will be to identify and support access to housing where needed, to support clients to thrive in their communities and neighborhoods with volunteering, education and employment opportunities as well as embedding equalities throughout the service

With the right support, care and multi-system approach the overall aim of the service will be to reduce the length of stay for clients in secure settings by enabling a safe return into the community and to achieve positive outcomes for these clients.

## 1.3 VALUES

- **Believe in Hope and Courage.** Recovery becomes a reality when we are confident, courageous, and inspire hope in one another. Change happens and we can achieve great things.
- **Succeeding together.** We're at our best when we work together – staff, service users, carers and partners – making the most of each other's talents and strengths.
- **Building trust** When we act with integrity, when we strive to be honest with ourselves and those around us, we can build strong bonds of trust.
- **Celebrating diversity.** We value our differences, understanding that being kind and respectful to each other makes us strong.
- **Learning and growing.** By listening and thinking about how we can learn from our actions, we can help create real change for ourselves and inspire those around us.

All staff must continuously demonstrate these values in their professional practice.

## 1.4 ORGANISATION

Immediate Supervisor      Second Step Senior Recovery Navigator

Direct Reports:                  None

## 1.5 JOB ACCOUNTABILITIES

- Develop a strong recovery focus for clients including tailored personalised support, developed through co-production. Seek clear client/friends/family/carers feedback. In partnership with the AWP ensure appropriate access and support to housing by drawing on existing resources and expertise at Second Step. In partnership with the AWP undertaken

appropriate risk assessments/care programme approach planning to ensure moves are positively planned and managed. Deliver volunteering, education and employment pathways for clients moving out of in-patient units

- Maintain effective operational links with all relevant key agencies to help deliver the housing, volunteering, education, employment and equalities pathways.
- 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 health and safety policies are implemented and fully adhered to ensure all safeguarding issues are properly managed.
- Have up-to-date safeguarding and risk management training and ensure that Safeguarding and risk management policies and procedures are fully adhered to
- Work in a culturally sensitive way for all service users, 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, LGBT service users, disabled people and with people with a range of backgrounds and ethnicity.
- Build trusting and collaborative relationship with clients
- Carry out navigator role adhering to policies, procedures, values, code of conduct and current legislation using a Recovery orientated, psychologically informed, equalities based approach
- Participate actively in supervision and reflective practice. Proactively seek advice and support from colleagues and other agencies as relevant
- Contribute to project work, development initiatives and implementation of policies and procedures with guidance from the management team.
- Manage caseload, documentation and time effectively, ensuring up to date and clear record keeping in line with policies, making best use of supervision, training and staff development. Ensuring up to date and clear record keeping in line with policies.

- Collaborate with other team members to maximise service performance, meet targets and Service Level Agreements and promote effective communication and teamwork.
- Contribute to Wellbeing College delivery and promote college activities to Service Users, family, carers 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 within a rota system including evenings and weekends and night working as required. You will be required to be part of an on-call rota, undertaking on call rota duties. Training will be provided.
- Any other duties commensurate with the role

## 1.6 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 risk management and safeguarding policies and procedures relating to adults</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 and offending )</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>

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></ul>	
Other	<input type="checkbox"/> <i>The ability to travel to several appointments daily is essential</i>	

## 2.2 COMPETENCIES

Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<b>Achieving Results</b>  Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.	Plans own work and meets agreed goals within the time available  Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems.  Works hard and stays focussed on priorities, increases effort without guidance	Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others.  Able to use a range of approaches to analyse and manage problems and performance issues.  Sets appropriate targets for self and others, will “go the extra mile” to deliver work on time and within budget.	Adjusts own work priorities to take other’s priorities into account, and involves other people to achieve goals.  Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.  Sets appropriate long term objectives that improve the service and the performance of the organisation.
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<b>Customer Care.</b> Relevance to Recovery: Everything we do and how we do it carries the message that recovery is possible for everyone using our services.  Customers include: Service users Carers Members of the public External agencies Funders	Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.  Is aware of Equal opportunities issues and how discrimination can affect service users and other customers.  Works to establish good relationships with service users,	Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.  Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability.  Works hard and invests time	Understands both explicit and implicit service user needs and identifies ways in which service/organisation can respond effectively.  Develops strategies for involving service users in measuring the performance of services.  Promotes awareness of the



Any other interested parties	<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>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>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)

<p><b>Effective Communication.</b></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>
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Competency	Desired Level (2)	Exceptional Level (3)	Exceptional Level (4)
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<p><b>Partnership and Teamwork.</b></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><b>Personal and Professional Development.</b></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)

<b>Service Area Expertise</b>  Relevance to Recovery: Services support individuals to find ways of understanding and meeting their own needs.	Understands the specialist and/or professional requirements of the job and applies this in their day to day work.  Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary.  Applies Equal Opportunities principles to practice within own service/team.	Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their work.  Acts as a reference point within own particular service/team.  Ensures the service/team respects diversity in all aspects of service delivery.	Invests considerable effort in maintaining specialist and/or professional knowledge, experience and skills.  Keep abreast of new thinking in area of expertise.  Is recognised as the expert in own particular service /team.  Promotes respect for diversity with internal and external customers.
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<b>Recovery Orientated Practice.</b>	Has an understanding of recovery principles and values including: <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>	Consistently applies recovery principles and values in direct work with service users.  Is able to use a recovery focussed approach with service users with a range of needs.  Actively promotes recovery with colleagues and the wider organisation	Is able to apply recovery principles and values in all aspects of work, with groups and individuals throughout the organisation  Integrates recovery principles and values into service development.
Competency	Desired Level (3)	Exceptional Level (4)	Exceptional Level (5)

<b>Working with Change.</b>	Effectively implements changes in policy and procedure with	Effectively implements new strategies with guidance.	Is able to implement changes in policy and procedure with
Relevance to Recovery: Services are supportive and helpful to each individual. Staff and systems are flexible and respond to	guidance.  Understands that the working environment is one of constant 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.	Views change as an exciting opportunity and continually strives to identify changes that will improve services.  Involves the whole team in any process of change so they have a sense of ownership.	guidance.  Understands that the working environment is one of constant change.  Involves others in change to create a sense of ownership.  Promotes the benefits of change.
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)

<p><b>Organisation and Sector awareness</b></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>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)

<p><b>Policy, Procedure and Practice.</b></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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