

SECONDSTEP

PUTTING MENTAL HEALTH FIRST

Role Profile

**Senior Service Coordinator AFEO (Accommodation For
Ex Offenders Floating Support Service)**

Higher Needs Floating Support Service (HNFSS)

162 Pennywell Road

Bristol BS5 0TX

April 2025

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 assist the Team Manager in ensuring the provision of high quality, effective and comprehensive support to clients including through directly line managing HNFSS AFEO support workers. Responsibilities will include providing day to day leadership and supervision to HNFSS AFEO support workers promoting effective team working and communication and supporting them to engage and support the client group in leading their journeys through maximising their choice and control over the support they receive.

To lead on AFEO elements of the contract, including service coordination, monitoring and reporting and liaising with commissioners and partner organisations.

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.

The Higher Needs Floating Support Service (HNFSS) is funded from the Rough Sleeping Initiative (RSI) 2022-25 from the Department for Levelling Up, Housing & Communities (DLUHC). The RSI initiative is intended to deliver the government's Rough Sleeping Strategy which originally had the objective of halving rough sleeping by 2022 and ending rough sleeping by 2027.

The HNFS service supports those with higher needs across 6 sub services. Consisting of the main floating support service, Out of Hospital discharge support service, Housing First Legacy Service, BS5 Cluster housing support service, AFEO Service and the Winter Pressures Service.

All aspects of the service will provide psychological, adversity and trauma-informed (PAT) support to a people accommodated in temporary accommodation, private rented accommodation and social housing.

1.2 Organisation

Immediate Supervisor: Team Manager

Colleagues/Peers: HNFSS Support Workers, Partner Agencies

Direct Reports: 2 X HNFSS AFEO Support Workers

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.

1.3 Job accountabilities

- Facilitating 1:1s, sharing specialist knowledge through PAT informed supervision
- Provide cross-team training - building staff capacity, confidence
- Lead case reviews within their sub-teams
- Lead team meetings and 'learning spaces' where individual cases can be discussed to mitigate blocks and barriers people are experiencing.
- With the support and guidance of the team manager, lead on the services within their areas of responsibility, recognising that improved wellbeing, self-management, and access to place-based services lead to improved outcomes.
- Responsibility for quarterly needs analysis to include outcomes related to their specialist areas.
- Carry out role adhering to Second Steps policies, procedures, values, code of conduct and with a Recovery orientated approach
- Ensure provision of efficient and comprehensive support services to a range of clients with complex support needs, in a safe and supportive manner
- Promote the development of support work through maintaining specialisms, sharing good practice and expertise
- Manage caseload distribution, documentation, I.T monitoring and time effectively, making best use of supervision, training and staff development
- Liaise with other agencies and parties to provide a co-ordinated quality support service to service users, ensuring continuity of approach and fulfilment of support package
- Provide leadership and carry out management activities (such as resourcing, day to day advice, supervision and support) to support staff team to enable service area to meet objectives
- Share best practice and develop within Second Step, the service and across networks to unlock barriers and strengthen offer
- Work with agreed networks and partnerships to map system blocks, barriers, good working practice, knowledge sharing to inform priorities for change projects
- Ensure the partnership and networks are well informed through effective information sharing and communications
- Contribute to project work, development initiatives and implementation of policies and procedures with guidance from the Team Manager

- Assist the Team Manager to monitor and evaluate the service, and implement changes in line with best practice, in order to maximise service performance, meeting KPI contract targets and SLAs
 - Contribute to the development and implementation of policies and procedures in accordance with legislation and recognised best practice
 - Participate in an on-call service and provide flexible cover as required.

1.4 Performance measures and critical success factors

- Overseeing delivery of specified support work to time and standard.
- Overseeing delivery of live, time sensitive support plans and safety and inclusion plans plans that are realistic, client centred, outcome focused and of a high quality.
- Full implementation of policies and procedures.
- Contribution to the development of the services.
- Collaboration and contribution to the effectiveness of teams

2. People profile

2.1 Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Numeracy and literacy to A Level/NVQ 3 or equivalent ▪ IT skills including ability to produce various documents in Word and Excel, and use of email and internet. ▪ Effective liaison skills through experience of working in a team and with a range of housing and support providers. 	<ul style="list-style-type: none"> ▪ A recognised qualification in a relevant field (for example DipSW, RMN, CPN) ▪ Applying Psychologically Informed Interventions ▪ Understanding of Critical Time Intervention ▪ Ability to use Inform or relevant CRM system
Knowledge	<ul style="list-style-type: none"> ▪ Substantial proven knowledge and understanding of care and support needs of people with mental health needs. ▪ Proven knowledge and understanding of equal opportunities issues ▪ Proven knowledge and understanding of Health and Safety issues, especially those relevant to mental health and housing ▪ A proven knowledge of safeguarding processes ▪ An understanding of the issues experienced by the client group gained through personal and/or work experience 	<ul style="list-style-type: none"> ▪ Comprehensive knowledge of welfare benefits system particularly relating to single homeless people. ▪ Comprehensive knowledge of social care sector particularly relating to single homeless people. ▪ Applying Psychologically, Adversity and Trauma (PAT) Informed Interventions ▪ Knowledge of Housing First including background, principles and Bristol context.
Experience	<ul style="list-style-type: none"> ▪ 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 including needs assessments and the support planning process. ▪ Experience of supervising staff, students or volunteers.. ▪ Experience of providing practical and emotional support to enable the client to take up the responsibilities of their own tenancy and settle and reintegrate into the community. 	<ul style="list-style-type: none"> ▪ Proven experience of working within a housing and support agency ▪ Proven experience of mental health issues and/or services, either as a user, carer or supporter.

	<ul style="list-style-type: none"> ▪ Proven experience of outreach or floating support work, demonstrating persistence and flexibility and a range of strategies in successfully supporting clients to engage voluntarily ▪ Proven ability to build relationships, and to work collaboratively and successfully in a team environment across sectors and agencies ▪ Proven ability to promote and apply good practice in equality and diversity ▪ Proven ability to operate risk management and safe working practices in working with vulnerable clients 	
Values	<ul style="list-style-type: none"> ▪ Commitment to diversity and equal opportunities at work Ability and motivation to work with a Recovery focused approach ▪ Ability and motivation to work with a Recovery focused, strengths based approach ▪ Commitment to co-production with service users and peer led approaches 	
Other	<ul style="list-style-type: none"> ▪ Able to work flexible hours including evenings and occasionally at other times depending on service and client needs, to be agreed as required. ▪ Ability to travel flexibly across the city 	<ul style="list-style-type: none"> ▪ Access to own car, moped or other vehicle and full UK driving licence

3. 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 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>
<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 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>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 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 evaluation systems that improve services.</p> <p>Contributes to a culture which is customer focussed and where</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>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>the customer comes first, including responding to both internal and external customers.</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>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>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<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>Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust.</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>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>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>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>
<p>Competency</p>	<p>Entry Level (1)</p>	<p>Desired Level (2)</p>	<p>Exceptional Level (3)</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>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>
<p>Competency</p>	<p>Entry Level (2)</p>	<p>Desired Level (3)</p>	<p>Exceptional Level (4)</p>

<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>
<p>Competency</p>	<p>Entry Level (3)</p>	<p>Desired Level (4)</p>	<p>Exceptional Level (5)</p>
<p>Recovery Orientated Practice</p>	<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>	<p>Maintains up to date comprehensive knowledge of user-led initiatives and applies this to all aspects of organisation and service development.</p>
<p>Competency</p>	<p>Entry Level (3)</p>	<p>Desired Level (4)</p>	<p>Exceptional Level (5)</p>
<p>Working with Change</p> <p>Relevance to Recovery: Staff and systems are flexible and respond to customer’s changing needs</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</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>and promote the 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>
Competency	Entry Level (3)	Desired Level (4)	Exceptional Level (5)
<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 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>	<p>Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal</p>
Competency	Entry Level (3)	Desired Level (4)	Exceptional Level (5)
<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>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</p>	<p>Competency at Level 4 maintained for at least 1 year as recorded in annual appraisal</p>

		throughout service/team and organisation.	
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