

Stafford MH Supported Accommodation

JOB DESCRIPTION – Recovery Worker (Complex Care Navigator)

Job title	<u>Recovery Worker (Complex Care Navigator)</u>
Sector/Function	Operations
Department	Stafford MH – Mental Health Business Unit
Reports to	TP Operations Manager
Grade	3

Job purpose	<p>The care navigator is a new role attached to the Mental Health Supported Living Service in Stafford, to assist clients to move from rough sleeping to securing and sustaining accommodation and making progress towards their aspirations and goals, with a focus around mental health and substance misuse.</p> <p>Using flexible and positive approaches to working with people, the post-holder will achieve great outcomes for clients who have a history of rough sleeping or entrenched homelessness and may have fallen through gaps between services. The post holder will work with clients at the start of their housing journey and through their journey as they work towards greater levels of independence and sustainment of accommodation. The post-holder will be the allocated key worker for a small number of highly complex individuals and from initial assessment and through an active MDT process, they will strive through effective advocacy to build a strong and enduring multi-agency support network to assist the individual to reach their self defined goals.</p> <p>This will include working with clients who have become 'stuck' living on the streets and intensively working with them to identify opportunities to develop further in their recovery and remove any barriers remaining in safe accommodation with eventual positive move-on. This job description does not describe a comprehensive list of duties, but a broader range of accountabilities and performance indicators</p> <p>The Navigator will offer a range of support to promote personal recovery and independence including:</p> <ul style="list-style-type: none"> ▪ 1:1 support including outreach to homeless people, taking them through a comprehensive assessment and MDT process identifying risk areas and formulating a robust move-in plan to the supported housing service. ▪ Alongside other members of the team and alone (lone working), providing cover within the supported housing service, responding to security risks and other situations which could threaten the person's stay and ensuring that the site remains a safe and harmonious environment at all times. ▪ Be responsible for managing the door access, monitoring CCTV, managing health and safety, responding to damage and reporting repairs and the need for emergency services in a timely manner. ▪ Working closely with allocated guests of the service to pre-empt and reduce challenging behaviours and actions and through a highly responsive framework of support interventions and behaviour management tools in liaison with the housing officer and manager, identify and progress successful interventions which change behaviours, keep everyone safe, maintain accommodation and develop effective life skills. ▪ To contribute to a robust risk management process, communicating through a network of tools (Case Based Management System / Handover Documents / Individual Risk Management Plan etc), communicating the ever changing risk levels of the guests of the service, highlighting important information and tasks
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	<p>for the next shift to pick up.</p> <ul style="list-style-type: none"> ▪ Crisis Planning & management – promoting self-management through individuals building an understanding of their own triggers/coping strategies. ▪ To take part in regular MDT meetings around the individual, passing on information about current presentation, advocating on the guests behalf and agreeing and taking part in interventions within the person's multi-agency plan. ▪ Active Referrals/Signposting – working with individuals to identify resources/services to meet their needs and providing appropriate support to access these effectively. ▪ Peer Support – Alongside the dedicated Peer Support Worker develop and deliver a programme of activities within a strength-based approach concentrating on the inherent strengths of an individual to aid recovery and empowerment. Develop coping, self-help and self-management techniques within the peer relationship. To support service users and carers to identify and overcome fears, and within a positive relationship challenging negative self-talk using solution focused techniques ▪ To focus on day to day support needs, encourage self-management, care and assessment of their own needs
Key accountabilities	<p>To maintain a high level of quality in service provision by:-</p> <ul style="list-style-type: none"> • Strength-based assessment of rough sleeping clients from the streets, planning and enacting support interventions, which will assist clients to achieve their goals and move towards a sustainable life away from the streets. <ul style="list-style-type: none"> • Support clients by giving choices and information, providing an enabling service so that they can access appropriate services, minimise harm and overcome barriers to engagement. • Identify the complex needs of often highly vulnerable and high risk clients, which will include substance misuse and abuse, mental health issues, offending and violent behaviour, anti-social behaviour and individuals involved in the sex trade, and supporting the referral process to relevant services. • Encourage and assist clients to establish positive social networks and undertake meaningful activities to assist and promote social inclusion. • Support clients to engage with their recovery, develop life and social skills, claim benefits and access appropriate accommodation, avoiding a return to rough sleeping. • Support the completion of risk assessments and support needs assessments with clients, assisting in the delivery of actions identified within Support Plans. • Build effective relationships with a wide range of supported accommodation providers to ensure clients are able to move in to accommodation that is suitable and appropriate to their needs. • Provide a multi-agency response and communicate information between all relevant agencies to reduce street homelessness and increase sustainment of accommodation. ▪ Working as an effective member of the team ▪ Meeting quality expectations and agreed performance criteria ▪ Supporting the Team Leader and Operations Manager to collate management information and data to measure effectiveness of service delivery ▪ Contributing to the continuous improvement of the service ▪ Ensuring service user involvement and a person centred approach are embedded within own working practice. ▪ Liaise with Stafford commissioners and Turning Point in relation to all areas of service delivery to ensure consistent working practices. <p>To continuously review own performance and development needs to assist growth</p>

	<p>and development by:-</p> <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and development opportunities as agreed within the Performance Management process
	<p>To ensure a safe working environment for self and the team by:-</p> <ul style="list-style-type: none"> ▪ Ensuring a good standard of general housekeeping and infection control within own environment ▪ Taking personal responsibility for own safety e.g. reporting concerns, vaccinations, eye sight tests, work place assessments ▪ Complying with all Health & Safety policies and procedures, ensuring all H&S concerns are appropriately reported ▪ Following the formal reporting process for serious untoward incidents and accidents ▪ Ensuring all risk assessments are completed when appropriate ▪ Working across the service and rota as needed to ensure appropriate service cover at all times
	<p>Miscellaneous:-</p> <ul style="list-style-type: none"> ▪ To undertake any other duties reasonably requested by line manager
	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures, and all Hertfordshire Mind Network policies and procedures ▪ To ensure all services are delivered in accordance with recognised standards e.g. NICE Guidelines, National service framework, MHA, SOVA, Department of Health etc.
	<p>To ensure the team support service users to turn their lives around. Adopt a person centred approach by:-</p> <ul style="list-style-type: none"> ▪ Providing a person centred and recovery orientated approach in all aspects of the roles and responsibilities. ▪ Promoting people' rights and responsibilities ▪ Considering each person as an individual ▪ Listening to service users and encourage positive steps towards management of crisis and recovery ▪ Providing advice, information, practical and emotional support to service users, their families regarding their support. ▪ Developing, alongside service users, flexible and realistic support packages/ person centred plans within agreed guidelines ▪ Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies e.g. CATT, Emergency Duty Teams, CMHTS, etc ▪ Engaging with service users to show empathy, inspire hope and promote recovery ▪ Establishing supportive, empowering and respectful relationships with service users and carers/ family ▪ Ensuring effective care and support pathways are provided to each service user ▪ Ensuring that the team provide education and raise awareness to help service users manage factors that affect their mental wellbeing ▪ Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements. ▪ Ensuring all Initial Assessments, risk assessments, recovery star support plans and

	<p>crisis support plans and exit plans are completed as appropriate</p> <ul style="list-style-type: none"> Enabling/supporting service users to attend appointments as required by either own transport, public transport or taxi as defined by risk assessment and support plan
	<p>To assist in the co production of service development and delivery by:-</p> <ul style="list-style-type: none"> Supporting the co production lead in the development of a person centred and recovery orientated approach in all aspects of the roles and responsibilities. Attending relevant internal and external meetings as requested, including multi-agency meetings. Ensuring that all joint working policies and procedures are adhered to within the Turning Point . Contributing to the co-development of the service by supporting service user, family and carer involvement in the review of the service delivery. Ensuring the service and Turning Point is represented in a professional manner at all times. Proactively contributing to the continuous development of the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. Meeting agreed performance targets and outcomes

Dimensions	Direct reports	<ul style="list-style-type: none"> None
	Total staff overseen	<ul style="list-style-type: none"> NA
	Internal contacts	<ul style="list-style-type: none"> Team members (Operations Manager, co production lead, Peer Support, Workers, administration, Regional Operations Manager/ Regional Development Manager/Central departments
	External contacts	<ul style="list-style-type: none"> Key staff across the Stafford Homelessness pathway Service users Carers (e.g. family members) Commissioners Agencies/partners General public Media enquiries Local businesses/ community
	Planning outlook	<ul style="list-style-type: none"> Day to day service delivery 1:1 and group support to service users Annual service business plans in liaison with Operations Manager
	Problems solved	<ul style="list-style-type: none"> Support to service users, carers Liaison with other external teams to achieve positive outcomes for service users
	Financial authority	<ul style="list-style-type: none"> None, but may support with petty cash process within the service