

**Creative Support Ltd**

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## Recovery Navigator

Birmingham MH Services – Solihull

**Reference: 71928**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

**Closing Date: 01 October 2025**

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

**Recruitment Department**

**All applicants are subject to enhanced DBS checks.**

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We invest in people Gold



**Stonewall DIVERSITY CHAMPION**



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## **JOB DESCRIPTION – RECOVERY NAVIGATOR**

### **Birmingham MH Services - Solihull**

**Hours:** 37.5 hours per week full-time, part-time hours to be agreed

**Responsible to:** Service Manager

#### **The Role:**

The Birmingham MH Services - Solihull is delivered from our engaging Recovery Hubs, in Northfield and Yardley as well as a range of vibrant satellite community venues across the region. This role will specifically focus on working closely with service users residing across Solihull. You will be based in our vibrant community-based venues in either Chelmsley Wood or Shirley.

The service provides support for individuals with severe and enduring mental health needs. The service offers a combination of one-to-one goal planning, personalised interventions, structured sessions, therapeutic activities, peer support and social groups.

To provide; person-centred, recovery focused support to people with mental health needs, adopting a proactive, flexible and anti-discriminatory approach where the rights and entitlements of service users are respected at all times.

To play a key role in developing and maintaining relationships with Solihull based organisations such as Community Mental Health Teams, GP surgeries and voluntary sector providers. To build and maintain a good knowledge of community partnerships and opportunities for signposting service users to additional support in both mental health specific and mainstream services, with the goal of maximising community participation and engagement for all service users

To work with service users to co-produce develop individual recovery plans and coordinate a package of support which will enhance their quality of life and provide opportunities for personal development, access to universal services and greater social inclusion within the wider community. To engage with service users to build trusting, therapeutic relationships and use a psychologically minded approach whilst maintaining professional boundaries and working within Creative Support's Recovery Model to encourage positive mental health and coping skills.

To research, develop and deliver a range of structured courses and therapeutic activities for groups of service users which enhance and support recovery through the meeting of individual goals and objectives identified in support plans.

To work in partnership with colleagues at Birmingham Mind and with local IPS/Employment Specialists.

#### **Key Working:**

1. To key work a caseload of service users, develop and review recovery focused support plans in partnership with service users. To conduct thorough assessments of support need and risk. To ensure any identified risks are explored, documented and managed appropriately within the remit of the service.
2. To support service users holistically, identifying and signposting any additional support which may enhance and promote individual recovery, making referrals as appropriate.

3. To work closely with the Recovery Coordinator to continually review recovery progress, contributing to and adopting best practice to ensure service users maximise their recovery potential and achieve their goals.
4. To contribute to regular and timely service user reviews, caseload conferences and best practice groups to ensure that all service users receive the highest standard of support.
5. To collect and record accurate statistics relating to progress and the achievement of outcomes for each service user on your caseload, providing timely data for review or management report on request.
6. To develop in partnership with each service user a WRAP plan, ensuring that robust and timely procedures are in place for service users to self-identify and manage mental health crises.

#### **Therapeutic Activities:**

7. To research, develop and deliver a range of therapeutic activities which meet the identified needs of service users. To develop interventions and therapeutic sessions that are relevant, interesting, accessible and appropriate to the cultural and demographic requirements of all service users.
8. To work collaboratively with service users and their representatives to co-produce therapeutic activities, both in their planning and delivery.
9. To collect and collate feedback relating to therapeutic activities from service users and other professionals to ensure that activities continue to meet the need of service users and to inform future activity plans.
10. To monitor and report attendance and engagement of individual service users in therapeutic activities to ensure progress is made towards recovery goals.

#### **General Responsibilities:**

11. To research and maintain a good knowledge of the support available across Solihull from partner agencies, understanding how these may enhance individual wellbeing and recovery; making referrals as appropriate.
12. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns. To promote the principles of recovery; offering Hope, Control and Opportunity.
13. To develop rapport based on empathy, understanding and open communication but within appropriate professional boundaries.
14. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
15. To be flexible and responsive to the needs of service users as directed by their individual Support Plans.
16. To promote service user's self-esteem and enable them to express their preferences and make informed choices and decisions.

17. To encourage and support positive risk taking, ensuring that service users are fully informed and explore the range of possible outcomes.
18. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.
19. To advise, encourage and support service users so as to maximise their self-care and independent living skills.
20. To support service users in budgeting and managing their finances and to ensure that they are able to ensure their needs are met by supporting service users to engage and liaise with Welfare Rights agencies.
21. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
22. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities. To promote the personal development of service users through developing support plans which identify and outline goals and aspirations for the future.
23. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
24. To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services. To promote a healthy lifestyle and to support and signpost service users in areas of diet, exercise, stress reduction and weight management.
25. To assist in monitoring service users' mental health and general well-being and to inform the Service Manager, CPN/CMHT and all other relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Service Manager/On Call Manager and other relevant statutory agencies in line with legislation and Safeguarding procedures.
26. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff and where appropriate relevant agencies.
27. To promote recovery and independence; preparing service users for moving on from the service and engaging in the wider community and mainstream activities. This may involve supporting service users in the development of Peer Led groups and social opportunities.
28. To maintain a high standard of customer care and to positively encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback in accordance with Creative Support's policies and procedures.
29. To follow Health and Safety and lone-working guidelines carefully, to report any issues in accordance with Creative Support's policies and procedures and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.

- 30.** To ensure that accurate and timely records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

**Other Duties:**

- 31.** To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 32.** To provide regular verbal and written reports to your Line Manager as required.
- 33.** To accept regular support and supervision from your Line Manager. To be a reflective practitioner, identifying and celebrating areas of expertise and development needs.
- 34.** To carry out all work in a manner consistent with the aims of the service and the service principles adopted by Creative Support.
- 35.** To comply with legislation and Creative Support's Equal Opportunities Policy.
- 36.** To maintain confidentiality at all times, in accordance with both legislation and Creative Support's policies and procedures.
- 37.** To identify personal training needs in discussion with your Line Manager and to attend training events and courses as required.
- 38.** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 39.** Any other reasonable duties as required.

**PERSON SPECIFICATION – RECOVERY NAVIGATOR**  
**Birmingham MH Services - Solihull**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>2</b>	Good ICT and Communication skills, with an ability to contribute to a record keeping system	Application Form	Essential
<b>3</b>	Excellent interpersonal skills and the ability to develop trusting, supportive relationships	Interview	Essential
<b>4</b>	Ability to work as part of a team, both within Creative Support and wider partner organisations	Interview	Essential
<b>5</b>	A good understanding of mental health needs and the concept of recovery models	Application & Interview	Essential
<b>6</b>	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
<b>7</b>	Willingness to work flexibly, including travel across the Solihull and East Birmingham region	Application & Interview	Essential
<b>8</b>	Good local knowledge of mental health services and third sector organisations working across Solihull	Application & Interview	Desirable
<b>9</b>	Confidence and ability to develop and facilitate therapeutic activities with groups of service users	Application & Interview	Essential
<b>10</b>	A common-sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
<b>11</b>	Ability to work independently without direct supervision with service users in community venues	Application & Interview	Essential
<b>12</b>	Ability to liaise in a professional manner with other agencies	Interview	Essential
<b>13</b>	An understanding of the aims, values and principles of Creative Support	Interview	Essential
<b>14</b>	Understanding of Equal Opportunities legislation and policies adopted by Creative Support	Interview	Essential
<b>15</b>	Experience of providing care, support or other services to adults with Mental Health or additional support needs	Application & Interview	Desirable
<b>16</b>	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
<b>17</b>	Willingness to work flexible hours including unsocial hours according to needs of service users	Interview	Essential
<b>18</b>	Willingness to attend training courses and events	Interview	Essential
<b>19</b>	Willing to participate in regular supervision with line manager	Interview	Essential
<b>20</b>	To have a clean driving license and access to a car	Application Form	Desirable

**TERMS AND CONDITIONS – RECOVERY NAVIGATOR**  
**Birmingham MH Services - Solihull**



Salary:	Up to £12.40 per hour	
	Point One:	£12.30 per hour
	Point Two:	£12.40 per hour
<b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

**Hours of Work:**

Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays, according to the needs of the service.

**Holidays:**

20 days plus 8 statutory days (pro rata) for part-time.

**Part Time Work:**

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

**Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

**Level 2 and/or Level 3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

**Birthday Holiday Bonus:**

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

**Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

### **Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

### **Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of your end of probationary review paperwork.

### **Development Pathway**

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Support's strategic plan.

### **Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

### **Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

### **Life Assurance:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.



### **Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

### **Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

### **Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

### **Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

### **Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

### **Payroll Giving:**

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

### **WeCare Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

### **Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

### **Retirement Awards:**

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

### **Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

### **Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

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**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.