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Recovery Navigator, Solihull

Reference: 94216

Birmingham and Solihull Mental Health and Wellbeing Service

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: 02 December 2026

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 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

JOB DESCRIPTION – RECOVERY NAVIGATOR, SOLIHULL
Birmingham and Solihull Mental Health and Wellbeing Service

Hours: 37.5 hours per week

Responsible to: Service Manager

The Role:
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 both Chelmsley Wood and Shirley. The Birmingham and Solihull Mental Health and Wellbeing Service is also delivered from our engaging Recovery Hubs, in Northfield and Yardley as well as a range of vibrant satellite community venues across the region.

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 keywork 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 actives. 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 loneworking 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, SOLIHULL

Birmingham and Solihull Mental Health and Wellbeing Service

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

Salary:	**Up to £12.85 per hour**
Please Note: 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.	

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 or 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

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.

Holidays

20 days plus 8 statutory days pro rata.

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.

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 does not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory

Pension

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

Life Assurance

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

Discretionary Benefits

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

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee Counselling Service

All staff, their partners and service users of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge

Hospital Saturday Fund

All employees have access to a special scheme which enables use of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Service use is entirely voluntary.

Staff Benefits Scheme

As a service user of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores