Job Title: Recovery Navigator

Salary: Grade G

Organisation: Alabaré

Location: Across Wiltshire, with offices in Salisbury and North Wiltshire

Reporting to: Senior Recovery Navigator

Job Summary:

Alabaré is seeking a compassionate and proactive Recovery Navigator to join our team, reporting to the Senior Recovery Navigator. This role will involve working directly with individuals experiencing moderate to serious mental health needs, supporting them to connect with their community, build resilience, and improve their wellbeing within a Psychologically, Adversity, and Trauma-Informed framework. The Recovery Navigator will work collaboratively with Individuals, GPs, and other health and care professionals to deliver tailored support.

The Role:

As a Recovery Navigator, you will be instrumental in providing direct, person-centred support to individuals in Wiltshire experiencing moderate to serious mental health needs. You will work collaboratively within an integrated partnership. Your key focus will be on empowering Individuals to connect with their communities, build their resilience, and achieve improved wellbeing through tailored support and effective navigation of available resources. Operating within a Psychologically, Adversity, and Trauma-Informed framework, you will build trusting relationships with individuals, work alongside them to develop and implement recovery-focused support plans, and advocate for their needs within the wider health and social care system.

Recovery Navigator - Key Responsibilities

Team Support & Contribution:

- Contribute to a positive and supportive team environment, working collaboratively with colleagues.
- Participate actively in team meetings, handovers, and other team-based activities.
- Provide peer support and share knowledge with other team members as appropriate.

Support & Coordination:

- Triage referrals and carry out support conversations to ascertain the best support route/service for the Individual; completing relevant paperwork on electronic systems and carrying out follow-up calls.
- Case manage and co-ordinate support for a caseload of Individuals, referring and liaising effectively with all professionals, agencies, and other parties involved in their support, under the guidance of the Senior Recovery Navigator.
- Work as part of an integrated partnership to provide a joined-up offer to individuals accessing the service. Liaise with colleagues and build a strong working partnership with other agencies such as GPs, Health and Social Care, other Voluntary and Community Services to coordinate referrals and deliver support.
- Work alongside AWP, PCLS, and other professionals to identify appropriate pathways of support to achieve these using Your Team, Your Conversation, Your Plan assessments and other self-management tools. Work flexibly, in the community and remotely to meet the service needs, responding to referrals within service timeframes.
- Maintain hope and optimism for people seeking support, with high aspirations for recovery.
- Ensure the service is delivered in a warm and welcoming way, demonstrating ambition and hope for all individuals. Build trusting and collaborative relationships with individuals. Uphold the Mental Health and Wellbeing Partnership values of focusing on recovery, valuing equity & integrity, doing what works, sharing learning, and leading change and transformation.
- Work in an inclusive, equitable, culturally sensitive way for all individuals, challenging stigma, and discrimination, advocating for the person if appropriate, and ensuring up-to-date community knowledge. Work with a range of needs e.g., from young people to older people, LGBTQ+ individuals, disabled people and with people with a range of backgrounds and ethnicity, aiming to foster a sense of belonging.
- Use lived experience (where appropriate) to positively support individuals recovery.

Risk Management & Safeguarding:

- Identify, assess, contribute to, and manage risk to ensure it is minimised, working in a safe manner and using a positive risk-taking approach, ensuring Alabaré Health and Safety policies are implemented and fully observed, to ensure all safeguarding issues are responsibly managed.
- Have up-to-date safeguarding training and ensure that safeguarding policies and procedures are fully adhered to and that a ‘Think Family’ approach is embedded within working practice.

Administration & Compliance:

- Ensure up-to-date and clear record keeping in line with policies.
- Contribute to the quality and accuracy of data entry and record-keeping within the team, following best practices and addressing any inconsistencies as directed by the Senior Recovery Navigator.
- Carry out the role adhering to Alabaré's policies, procedures, values, code of conduct, and current legislation using a recovery-orientated, psychologically and trauma-informed, equalities-based approach.
- Provide feedback and data as requested to develop the service and effective joint working protocols with the staff team.

Communication & Collaboration:

- Attend and contribute in a positive and proactive way to daily handovers and Multi-Disciplinary Discussions.
- Deliver and participate actively in supervision, formulation, and reflective practice spaces. Proactively seek advice and support from colleagues and the Senior Recovery Navigator as relevant.
- Collaborate with other team members (internal and external) to meet targets and promote effective communication and teamwork.

Service Development & Improvement:

- Promote and facilitate individual involvement and inclusion within the service and the community.
- Contribute to project work, development initiatives, and implementation of policies and procedures with guidance from the Senior Recovery Navigator and management team.
- Assist the Senior Recovery Navigator and Locality Manager to monitor and evaluate the service by providing relevant information and feedback.
- Support the development of Community Mental Health Services including testing new ways of providing integrated care to individuals.

Personal Wellbeing & Professional Development:

- To engage with our internal wellbeing at work process, having honest discussions around your needs and your wellbeing. You will be self-aware and reflective in managing your own mental health and recovery, role modelling wellbeing, congruence, and personal growth.

Other Duties:

- To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.

- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To adhere to the list of general duties contained within the staff handbook.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children's Safeguarding Board and Adult Care guidelines.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity's Appraisal Programme.

Name……..

Signed ……..…….…….

Date…..……

	Essential	Desirable
Skills	▪ *Numeracy and literacy to GCSE level/NVQ 2 or equivalent* ▪ *IT skills including ability to produce various documents in Word, and use of email and internet.*	▪ *A recognised qualification in a relevant field (for example DipSW, RMN, CPN)* ▪ *Psychologically informed practice*
Knowledge	▪ *Proven knowledge of support needs of people with mental health needs.* ▪ *Proven knowledge of equal opportunities issues* ▪ *Proven knowledge of health and safety issues, especially those relevant to mental health* ▪ *Proven knowledge of safeguarding policies and procedures relating to adults and children and young people*	▪ *Proven knowledge of welfare benefits* ▪ *Proven knowledge of the social care sector* ▪ *Knowledge of working with people with drug and alcohol, learning disabilities or complex needs*
Experience	▪ *A minimum of two years' significant experience working with people with mental health needs, or people with complex needs* ▪ *Proven experience of working with people with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency long term conditions)* ▪ *Proven experience of carrying out needs and/or risk assessments and the support planning process* ▪ *Experience of working with a number of individuals with competing needs and priorities*	▪ *Experience of mental health issues and/or services, either as a user, carer or supporter.*