

**Post:** Recovery and Opportunities Coordinator (ROC)

**Delegated Authority** Level 7

**Team:** Wandsworth Mental Health Services

**Responsible to:** ROC Team Leader

**Responsible for:** No direct staff management responsibility

**Job Purpose:**

Working within a biopsychosocial model of PIE, you will provide an effective, high quality activities programme across our Wandsworth Mental Health accommodation services.

Working under the direction of the ROC Team Leader, you will be primarily responsible for designing, implementing and coordinating recovery-focussed activities and the opportunities programme within the scheme. You will work with partnership agencies to ensure the programme meets the needs of residents and supports their recovery and move-on towards independent accommodation.

You will also be responsible for delivering elements of the programme and coaching other staff members to enable them to facilitate groups and activities.

The service will be delivered in a person-centred, personalised approach in line with the/recovery model.

**Key Accountabilities**

**1.0 Development/Implementation/Monitoring of In-House Recovery and Opportunities Programme**

- 1.1 To create a comprehensive recovery and opportunities programme which incorporates all aspects of holistic support.
- 1.2 To ensure that part of the programme works towards pre-tenancy training for residents, to prepare them for moving on to more independent accommodation.
- 1.3 To ensure that staff are provided with the necessary coaching and resources to be able to deliver all aspects of the programme.
- 1.4 To create, publicise and maintain a timetable of events taking place in-house and in the local area
- 1.5 To implement mechanisms to record relevant outcomes of the programme and review the effectiveness of what is being delivered.

1.6 To develop and implement mechanisms that obtain client feedback and make changes to what is being delivered as required.

## **2.0 Group Work**

2.1 To plan and facilitate regular client group work sessions, following structured session plans in a flexible and creative way with a view to developing life skills, building confidence and resilience, and promoting well-being.

## **3.0 Risk Assessment**

3.1 To produce high quality, comprehensive activity risk assessments in consultation with the service manager, staff team and residents.

3.2 To ensure that activity risk assessments are updated in a timely manner, and that they are regularly reviewed to reflect changing need/information.

3.3 To ensure that client risk assessments are actively updated with new and relevant information as needed.

## **4.0 Support Planning**

4.1 To ensure that information relating to client support is recorded and communicated to the appropriate staff members.

4.2 To assist case holding staff with the development of comprehensive support plans by activity sharing information.

## **5.0 Information Management**

5.1 To ensure that all client contacts are recorded promptly and accurately on the client recording system

5.2 To ensure all client data is kept up to date and reviewed appropriately.

5.3 To ensure that documents, including needs assessments & risk assessments, are reviewed within the appropriate time frames.

5.4 To ensure that client hard copy files are kept up to date.

5.5 To ensure that reports and forms are completed for commissioners in a timely manner.

## **6.0 Partnership Working**

6.1 To increase client opportunities by linking in and establishing relationships with internal and external services that can meet specific needs.

6.2 To work in partnership with other SHP departments, statutory and community agencies.

- 6.3 To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally.
- 6.4 To work with partnership agencies to improve the provision of the activities and opportunities programme.

## **7.0 Social Inclusion**

- 7.1 To assist and empower clients to develop life skills and participate in activities to promote increased independence and involvement with the community.
- 7.2 To support clients with identification and application to suitable employment, training or education opportunities.

## **8.0 Team Work**

- 8.1 To be flexible, to share skills and knowledge and to support colleagues.
- 8.2 To participate in and be flexible with the rota which includes: early shifts, late shifts. It might include some weekends or bank holidays.
- 8.3 To participate in team meetings, reflective practices, supervisions, performance reviews and training by preparing, sharing and discussing ideas and offering solutions.
- 8.4 To take personal responsibility for own development and learning.

## **9.0 Health and Safety**

- 9.1 To comply with organisational and service policies & procedures around safe working practices for staff and clients.
- 9.2 To actively support the Manager in the appropriate management of client, visitor and occupational health related risks.

## **10 Miscellaneous**

- 10.1 A willingness to work outside of core office hours when needed and to be flexible on working days.

## Technical and Professional Know-How required for Effective Performance

- Minimum of two years experience of working with people who have needs in areas such as mental ill health, substance use, offending and physical ill health.
- A demonstrable understanding of psychologically informed environments (PIE) in relation to the role, with knowledge applicable to its use within SHP's group work programme.
- Experience of developing, facilitating and working in groups, with a demonstrable understanding of group dynamics.
- A proven ability to act calmly in a professional manner whilst dealing with unpredictable situations and/or behaviour which is challenging; considering all contributory factors including one's own practice and responses.
- Experience of developing and maintaining positive partnership relationships with a range of internal and external providers and services.
- An understanding of the importance of professional boundaries and how they are likely to impact on the role within an accommodation setting.
- A demonstrable ability to engage and motivate people, with an awareness of the issues that may prevent engagement/impact on self motivation.
- A proven ability to extrapolate and interrogate information, make accurate deductions and evaluations and communicate these to various audiences.

## Competencies Required For Effective Performance:

Competency	Level	What this looks like in practice
<b>Analytical Thinking</b>  (The ability to give proper consideration to problems and to come up with good solutions.)	1	<b>Gathers the required information to solve problems</b> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and thinks about what information is required.</li> <li>▪ Collects the information required to solve the problem.</li> <li>▪ Draws upon and learns from previous experiences of self and others.</li> <li>▪ Organises the information in a logical way.</li> </ul>
	2	<b>Sifts and analyses information</b> <ul style="list-style-type: none"> <li>▪ Processes information quickly and draws accurate conclusions.</li> <li>▪ Breaks down problems into their parts, identifies cause and effect.</li> <li>▪ Makes accurate deductions.</li> <li>▪ Evaluates whether arguments or cases are complete or sound.</li> <li>▪ Challenges incorrect information or discrepancies.</li> <li>▪ Reflects on what they've done and learns from it.</li> </ul>
<b>Commitment and Drive</b>  (The ability to take the initiative and achieve targets and results)	1	<b>Is conscientious and professional</b> <ul style="list-style-type: none"> <li>▪ Meets targets and deadlines.</li> <li>▪ Does what they say they are going to do.</li> <li>▪ Prepares properly for meetings and events.</li> <li>▪ Complies with defined policies and procedures.</li> <li>▪ Understands the need to evidence what we do.</li> <li>▪ Completes paperwork and reports in line with standards.</li> </ul>
	2	<b>Is proactive and solution focused</b> <ul style="list-style-type: none"> <li>▪ Is enthusiastic and positive in what they do.</li> <li>▪ Does things before they need to be told.</li> <li>▪ Finds solutions for themselves.</li> <li>▪ Knows when to make decisions and when to seek support from others.</li> <li>▪ Is flexible and adapts response according to the situation while working within SHP policies and procedures.</li> </ul>
<b>Efficiency and Effectiveness</b>  (The ability to plan and organise work so that deadlines, targets and standards are met)	1	<b>Organises own work</b> <ul style="list-style-type: none"> <li>▪ Thinks ahead about what needs to be done.</li> <li>▪ Sets clear priorities for work.</li> <li>▪ Shows good attention to detail; checks work for accuracy.</li> <li>▪ Keeps files and other paperwork up to date.</li> <li>▪ Knows where to find things.</li> <li>▪ Meets targets and deadlines.</li> </ul>
	2	<b>Consistently delivers work on time and to standards</b> <ul style="list-style-type: none"> <li>▪ Produces work quickly.</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Meets quality standards.</li> <li>▪ Plans work and projects, sets clear milestones.</li> <li>▪ Monitors progress and takes action where performance deviates from plan.</li> <li>▪ Juggles several tasks and projects at any one time without letting any drop.</li> </ul>
<p><b>Teamworking</b></p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	1	<p><b>Supports and considers others</b></p> <ul style="list-style-type: none"> <li>▪ Does their fair share.</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role.</li> <li>▪ Sees when others are struggling and offers help.</li> <li>▪ Owns their decisions and does not pass the buck.</li> <li>▪ Actively contributes to team meetings.</li> <li>▪ Shares knowledge and ideas with colleagues.</li> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	1	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively.</li> <li>▪ Checks that they have been understood.</li> <li>▪ Speaks to people in a respectful and courteous manner.</li> <li>▪ Respects and takes into account cultural differences.</li> <li>▪ Uses appropriate body language.</li> <li>▪ Writes clearly and concisely.</li> <li>▪ Uses appropriate methods of communication.</li> </ul>
	2	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>▪ Is open and honest.</li> <li>▪ Makes every effort to put people at their ease.</li> <li>▪ Is a good listener; gives people time.</li> <li>▪ Takes time to tune into what others are really thinking and feeling.</li> <li>▪ Is very aware of their own emotions and feelings and how these impact on others.</li> </ul>
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	1	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>▪ Takes time to reflect on actions and behaviours and learn from them.</li> <li>▪ Admits when they make mistakes and learns from them.</li> <li>▪ Has the confidence to review what works and does not work.</li> <li>▪ Is aware of their own strengths and areas for development.</li> <li>▪ Takes responsibility for their own learning.</li> </ul>
	2	<p><b>Is assertive and self confident</b></p> <ul style="list-style-type: none"> <li>▪ Presents self in a confident manner.</li> <li>▪ Raises issues in a constructive way.</li> <li>▪ Is able to make clear decisions and act on them.</li> <li>▪ Remains calm and self controlled in challenging situations.</li> <li>▪ Acts decisively and appropriately in a crisis.</li> </ul>

<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>1</b></p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer.</li> <li>▪ Treats people with respect and courtesy.</li> <li>▪ Explores with customers their specific needs.</li> <li>▪ Is very clear with boundaries – the customer’s and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>
	<p><b>2</b></p>	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>▪ Actively seeks and offers alternative ways of meeting customer needs.</li> <li>▪ Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>▪ Foresees problems rather than waiting for them to happen.</li> <li>▪ Asks for feedback from customers about the service provided, and acts on it.</li> <li>▪ Establishes effective working relationships with other agencies to meet customer needs.</li> <li>▪ Knows when to refer on to other agencies.</li> </ul>
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>1</b></p>	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change.</li> <li>▪ Is flexible and adapts easily to new requirements.</li> <li>▪ Is willing to learn and to take on new skills.</li> <li>▪ Offers constructive alternatives if they disagree with a change.</li> </ul>