

## Recovery Navigator - Bury St Edmunds

Salary: £19,950 - £21,510 a year

Operating for over 45 years, Access Community Trust is a multi-award-winning charity and provider of housing, youth services, health/wellbeing and employability services across Suffolk and Norfolk, and has recently been named the 2nd best charity to work for in the UK. Our ambition is to deliver a service driven by passion and enthusiasm that reaches all vulnerable and socially excluded/isolated people without exception.

Following the success of our two STEAM House Cafes in Norfolk, Access Community Trust is excited to be bringing the model to Suffolk in Ipswich and Bury St Edmunds.

Shifts will be between the hours of 10.00am and midnight, 7 days a week and the successful candidate will work 37.5 hours per week on a rota basis.

### Main responsibilities:

- To work in conjunction with the Hub Service manager, Health & Wellbeing lead and other key agencies in developing both policy and associated practice that meet the combined needs of the client group
- To provide individual and bespoke support, information, signposting and access to appropriate and relevant services for those wishing to access the crisis hub
- To be involved in supporting those who have low resilience and are at risk of, or are experiencing a mental health crisis
- To liaise with the Service Manager or other appropriate persons to ensure the safety of clients and staff
- To liaise with external agencies regarding presenting clients and any relevant history or risk factors
- Support clients to help identify individual needs and coping strategies, and to help provide and encourage a supportive and safe environment as an alternative to contacting emergency services or attending A&E
- To encourage clients to share knowledge and feedback, in order to provide a holistic and efficient service
- To record and evaluate the impact of interventions using appropriate evaluation tools
- Ensure that appropriate records and documentation are inputted in a timely manner and stored securely on the Access Community Trust (Access) Customer Relationship Management (CRM) Views system. Ensuring concerns are reported to the relevant person(s)
- To ensure the service remains operational by being flexible if required to cover short term absence, including short term cover at our sister project in Bury St Edmunds, Suffolk
- To attend and actively participate in team meetings, supervision and performance appraisals as required
- To undertake specific and specialised training in order to support the vulnerable client group and maintain continued professional development through attending agreed training and conferences
- To work collaboratively as part of a Multi-Disciplinary team and contribute to Team discussions



- To work closely with the STEAM house coordinator to support volunteers coming into the service, to maintain appropriate channels of communication and information sharing with all members of the Team
- Take responsibility for self-development and training updates with support from the service manager
- To provide interventions that are evidence based, and to follow client centred principles. This will involve assessing, planning, implementing and evaluating the outcomes of interventions, and maintaining appropriate records
- To contribute to the development of the service and its activities
- To act at all times in accordance with Trust policies and procedures
- To participate in service audits and evaluations to ensure a high level of compliance
- Employees must take reasonable care for the Health and Safety of his/her self and/or others who may be affected by his/her acts or omissions at work
- All information relating to patients and staff gained through your employment is confidential. Disclosure to any unauthorised person is a serious disciplinary offence or may result in litigation
- All staff will be expected to work within professional and socially acceptable boundaries; this includes forming appropriate relationships with clients and carers both on and off duty
- To ensure that work is conducted in accordance with the Trusts Equality and Diversity strategy and to contribute to its development
- To undertake any additional tasks or duties reasonably requested by Hub Service Manager or Access senior leadership team

All data requested is required by us and is outlined within a Lawful Basis Statement which is available upon request.

We are a Disability Confident Employer and are committed to an inclusive and accessible recruitment process. We offer a guaranteed interview to applicants who declare a disability and meet the minimum criteria for the role. For support in applying or to request reasonable adjustments, please submit an enquiry through our website <https://www.accessct.org/>.

Access Community Trust is committed to safeguarding and promoting the welfare of all its young people and vulnerable adults using our services and expect all staff and volunteers to share this commitment.

Please note: As this role involves working with vulnerable people; a satisfactory enhanced disclosure from the Disclosure and Barring Service is required. This is to be paid for initially by the successful candidate and will be reimbursed fully upon the successful completion of a six-month probationary period.

Please be aware if we have not responded to you within 28 days, that your application has been unsuccessful.

Job Types: Full-time, Permanent

Salary: £19,950.00-£21,510.00 per year



## Benefits:

Additional leave  
Casual dress  
Cycle to work scheme  
Employee discount  
Private medical insurance  
Sick pay  
Wellness programmes  
Experience:

mental health support: 2 years (required)

Licence/Certification:

Driving Licence (required)

Shift availability:

Night shift (required)

Day shift (required)

