

## Job Description

**Job Title: Mental Health Navigator**

**Reports to: Senior Mental Health Navigator**

**Grade Band: E**

**Location: Kent and Medway**

### Purpose

Shaw Trust is one of the strategic partners for the newly established Kent & Medway service, *Mental Health Together (MHT)*; this is the transformed multi-agency offer, which brings all the services and agencies that support people with varying mental health needs much closer together. This ensures that people get the right care, without having to navigate service boundaries and without repeatedly telling their story. The Mental Health Navigator is one of several new roles which is part of a new joined-up model of care which bridges the gap that currently exists between primary (i.e. GPs) and community mental health (i.e. KMPT). It will support people with complex mental health needs by:

- Providing someone with support in a person-centred, holistic way
- Delivering needs-led and personalised trauma-informed care.
- Removing barriers to access, and thresholds across services working together
- Involving those using services and carers as equal partners in their support
- Building in involvement and co-production at all levels of service design delivery

You'll be one of the first people that those using *Mental Health Together* will meet, so you'll have a strong commitment to ensuring that this first experience is positive, being a strong communicator as well as showing compassion.

As part of one team of professionals from across different organisations that make up *Mental Health Together*, you'll value partnership and collaboration, recognising the different skills and understanding that each person brings to the team.

This role is perfect for individuals with significant experience of working within a community mental health and or wellbeing setting, working with individuals with complex mental health needs to help them achieve their goals. As well as understanding how mental health systems work, you will have good insight into local services and support, and how social factors can affect mental health.

- Do you have significant experience within a community mental health and wellbeing setting?
- Do you have the ability to listen to and understand people with complex mental health needs to find out what is important to them, and then make a plan together that they can achieve?
- Do you value working as a team to get the best possible outcomes for people, particularly where things have not always worked in the past?
- Do you feel passionate about improving people's experience of mental health services?

## Main Duties and Responsibilities

1. Work with individuals at their initial meeting of Mental Health Together to understand their needs using Dialog and Dialog+, a person-centred assessment and outcome measurement tool
2. Develop an initial personalised support plan with those with complex mental health needs accessing support about next steps in meeting their needs and aspirations
3. Bring expertise related to the 'whole life room' aspect of the person's needs, thinking about the social factors that might be affecting those with complex mental health needs, and which services could help and support
4. From locality hubs, work collaboratively as part of the Mental Health Together team, agreeing which services and/or interventions will best support individuals after their initial meeting assessment
5. Deliver initial interventions (a one-to-one CBT based psychological intervention) for new individuals accessing the service, with training provided by clinicians
6. Effectively manage a caseload, with good awareness and understanding of when to collaborate within the Mental Health Together team where more specialist support is needed
7. Identify, assess and effectively manage risk and safeguarding issues, escalating as appropriate within the team
8. Work independently in the community, proactively building up a network of professional relationships, and knowledge of community assets to support individuals in their achievement of their goals within their support plan
9. Maintain timely, accurate and up to date records on client record systems across Mental Health Together

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p><b>Person Specification</b>  <b>Job Title: Mental Health Navigator</b>          (E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Minimum of SVQ/NVQ level 3 (E)</li> <li>• Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of delivering mental health and wellbeing interventions in a case management approach. (E)</li> <li>• Experience of working with primary or secondary Health/social care services (E)</li> <li>• Experience of facilitating and supporting clients with complex and/or multiple barriers to success in health and social care settings. (E)</li> <li>• Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (E)</li> <li>• Experience of signposting services for individuals. (D)</li> <li>• Understanding of the 6 Ways to Wellbeing and it's practical application (E)</li> <li>• Understanding of inclusion, mental health and anti-stigma. (E)</li> <li>• Knowledge of Housing and health and social care system and the application of wellbeing and prevention.(E)</li> </ul>

**Skills and Attributes**

- Ability to facilitate, engage, motivate and support clients and their carers where appropriate. (E)
- Apply skills & techniques (verbal & non-verbal to resolve distress & anger). (E)
- Able to support & empower clients to form their own decisions. (E)
- A motivational, flexible and problem solving approach.(E)
- Positive attitude to mental health, community connectivity and a strengths and assets based focus to engaging with individuals. (E)
- Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. (E)
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly & with sensitivity to family, colleagues & other professionals. (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired result (E)
- Ability to process information on electronic records accurately, using data bases & spread sheets. (E)
- Demonstrate awareness of common long term physical conditions which impact on a person's well-being. (E)
- Confident in speaking in multi-disciplinary meetings & giving feedback to colleagues & local service providers. (D)
- Ability to work with a wide range of providers (E)

**Personal qualities, communicating and relating to others**

- Embraces change and drives continuous improvement (E)
- People centred with a professional approach taking accountability for results (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
- Collaborates and unites with others behind the organisations mission (E)
- Provides a best in class service to all customers internal and external (E)

**Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.(E)
- This post requires a Disclosure and Barring Service Check at enhanced level (E)

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)