Job:	Community Navigator
Location:	TBA
Organisational Level	Experienced Professional and Technical Specialists
Salary Range:	£21,606 – £26,606 (South East)

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

You're the person who can help individuals access the right help at the right time. Our Navigators understand their communities and the wide range of services available within them. They are passionate about getting it right, able communicators and focused on using their experience to connect people with the help they need in their own communities.

Working daily with clients, health professionals, volunteers and service providers Navigators are focused on making sure a person's journey to better wellbeing is as easy as possible. Brokering existing service and helping to develop new local provision, liaising with primary and secondary health care professionals, checking in on progress and making sure we can evidence the outcomes of the service are all important facets of the job – a job that makes a real difference in the lives of people.

This role is perfect for individuals with experience of working within a community mental health and or wellbeing setting using a case management approach. A practical understanding of primary and secondary care with the ability to champion and embrace change would be useful. The successful candidate will have a solution focussed approach, be highly organised and be able to deliver to agreed service specifications and outcomes.

Are you right for the job?

- Do you have experience within a community mental health and wellbeing setting?
- Do you have the ability to turn around the lives of people through engagement and inclusion?
- Do you have a strong track record of achieving positive outcomes?
- Do you motivate people, work well in a team and stay focused under pressure?
- Do you feel passionate about reducing the impact of stigma on people's lives and opportunities

Person Specification

Job Title: Navigator

(E = Essential D = Desirable)

Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes 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)**

Technical competency (qualifications and training)

- Minimum of 5 GSCEs (A to C) or equivalent qualifications **(E)**
- Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness **(D)**
- Health or social care recognised qualification. **(D)**

Experience, Knowledge and Skills

- Experience of delivering mental health and wellbeing interventions in a case management approach. **(E)**
- Experience of working with primary and secondary care services **(E)**
- Experience of facilitating and supporting clients with complex and/or multiple barriers to success in health and social care settings . **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. **(E)**
- Experience of brokerage and procurement of services for individuals. **(D)**
- Experience of supporting volunteers. **(D)**
- Understanding of the 5 Ways to Wellbeing and it 's practical application **(E)**
- Understanding of inclusion, mental health and anti-stigma**. (E)**
- Knowledge of health and social care system and the application of wellbeing and prevention.**(D)**
- Ability to facilitate, engage, motivate and support clients and their carers where appropriate. **(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. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. **(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 DBS enhanced disclosure with the additional barring checklist for vulnerable adults . **(E)**

Main Duties and Responsibilities:

1. Work with individuals in a case management function to develop, implement and review their wellbeing action plan including 1-2-1 and group sessions.

2. To assess the needs of individuals identifying outcomes and determining the type of support required to overcome barriers and achieve outcomes.

3. To undertake, review and amend risk assessments in relation to activities, clients and the environment.

4. Signpost to existing community assets within the delivery and wider network, which will support the individual in their achievement of wellbeing goals including health behaviour; sports and leisure; arts and culture, statutory agencies and monitor positive engagement.

5. Procure personalised additional support within the constraints of the individual support budgets which will enable the client's achievement of their wellbeing goals

6. Ensure an ongoing focus on prevention of poor wellbeing through Making Every Contact Count (MECC) linking with public health prevention activity.

7. Undertake or participate in regular case conferences with partner organisations, support services and/or other team members to ensure a client journey is smooth and consistent.

8. Undertake post programme tracking to identify whether an individual has maintained their level of well-being and identify any risk to achieving this.

9. Supervise and guide the volunteers in order to provide clients with additional support to access community provision, thereby creating a 'circle of support'.

10. Be fully responsible for all tasks related to journey / case management function including maintaining effective and efficient administrative procedures producing appropriate records and reports, including the updating of client details on the relevant case management system.

11. Ensure achievement against service delivery KPIs and outcomes, capturing management information from delivery and wider network and provide reports accordingly.

12. Provide a quality service that meets 6 Ways to Wellbeing, contractual requirements and related thinking within the mental health sector as well as organizational quality standards.

13. Ensure safe working practices are maintained as set out within Shaw Trust's policies/procedures as well as operating within service guidelines when clients require crisis support.

14. To encourage client feedback and user involvement as directed.

15. To build relationships and liaise regularly with GP surgeries aligned to caseloads and to work across the primary care interface with all other stakeholders attending relevant meetings when required.

16. To develop and maintain an in-depth knowledge of the local provision, programme provision of relevant agencies and opportunities pertaining to wellbeing.

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.