

Community Health & Wellbeing Navigator

Salary: £22,259.00 - £27,410.00 per annum

Location: Ashford , Canterbury & Costal

Purpose

In response to growing needs as result of COVID 19, Live Well Kent and Medway are expanding to offer additional, short term support to those who need it the most. We are recruiting for Community Health and Wellbeing Navigators to expand our existing team to offer short term support for up to 6 weeks. This is a Fixed Term contract until March 2022

Live Well Kent & Medway targets support for those living in areas of deprivation and we have a track record of successfully engaging clients residing in the most socially and economically deprived areas in Kent. A growing body of evidence demonstrates that individuals experiencing deprivation also experience health inequalities that put them at greater risk of both contracting Covid 19 and serious illness.

Live Well Kent and Medway are Increasing access to support through additional Community Health and Wellbeing Navigators and the three stage re-integration support package that will enable us to engage hard to reach communities who might not otherwise engage with statutory health and social care services and who are likely to face barriers in accessing changing Covid safe messaging. This role will be vital in communicating key Covid messaging to clients, recording this through 'Making Every Contact Count', reducing the risk of further outbreaks within vulnerable populations.

This role is perfect for individuals with experience of working within a community mental health and or wellbeing setting using a caseload 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.

Main Duties and Responsibilities

1. Work with individuals in a co-ordinated approach to develop, implement and review a wellbeing action plan through single sessions or ongoing support up to 6 weeks.
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 clients, the activities undertaken and the environment.

4. Refer to services within the funded and unfunded delivery network, which will support the individual in their achievement of wellbeing goals including health behaviour ; sports and leisure; arts and culture, statutory agencies and to monitor positive engagement.
 5. Signpost to existing community assets within the 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 to monitor positive engagement.
 6. Ensure an on-going focus on prevention of poor wellbeing through Making Every Contact Count (MECC) linking with public health healthy lifestyles services and support. To use MECC to communicate key Covid messaging to clients
 7. Participate in case conferences if required with partner organizations, support services and/or other team members where appropriate to ensure a client journey is smooth and consistent.
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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 the allocated client 's journey including maintaining effective and efficient administrative procedures producing appropriate records, including the updating of client details on MPS.
 11. Ensure achievement against service delivery KPIs and individual performance measures and programme outcomes.
 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 through a co-production framework.
 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.

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 or 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

(E=Essential D=Desirable) SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training) ·

Minimum of SVQ/NVQ level 3 (E) ·

Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness (D)

Experience

Experience of delivering mental health and wellbeing interventions in a case management approach. (E) ·

Experience of working with primary or secondary Health/social care services (E) ·

Experience of facilitating and supporting clients with complex and/or multiple barriers to success in health and social care settings. (E) ·

Experience of signposting services for individuals. (D) ·

Experience of supporting volunteers. (D) ·

Understanding of the 6 Ways to Wellbeing and its 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)

Skills and Attributes

Ability to work with a wide range of providers (E)

Confident in speaking in multi-disciplinary meetings & giving feedback to colleagues & local service providers. (D)

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 results and willing to travel with possible overnight stays. (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 wellbeing. (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) ·

Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (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 an Enhanced level (E) Other · Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)