

Job Description

Job Title: Community Navigator
Reports to: Programme Manager
Location: West London
Grade E

Purpose

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?

Our new Programme supports young people with Special Educational Needs and Disability (SEND) and/or vulnerable adults with a disability to assist them in securing sustainable paid employment in line with their preferences. Our programme also innovatively also extends to support the employability needs of their direct inactive family/carers,.

The Community Navigator role will engage and inform Further Education (FE) providers, Social Services, and community organisations of the 'No Wrong Door' triage service, maximising referrals and ensuring each participant receives the correct Shaw Trust support bespoke to their individual needs, alongside connecting with other local provision to guide additional or longer-term support where possible.

They will need to have an understanding of Individual Placement and Support (IPS). As although this programme is not strictly IPS this programme does incorporate a targeted employment model, framed by the IPS principles.

This role is perfect for individuals who have worked previously in a referral generating employability role, or someone who has experience in West London working with the specified cohorts. The successful candidate will have a solution

focussed approach, be highly organised and be able to deliver to agreed service specifications and outcomes.

This project is funded by the UK government through the UK Shared Prosperity Fund.

The UK Shared Prosperity Fund is a central pillar of the UK government's Levelling Up agenda and provides £2.6 billion of funding for local investment by March 2025. The Fund aims to improve pride in place and increase life chances across the UK investing in communities and place, supporting local business, and people and skills. For more information, visit <https://www.gov.uk/government/publications/uk-shared-prosperity-fund-prospectus>.

Main Duties and Responsibilities

1. Engage and inform Further Education (FE) providers, Social Services, and community organisations of the 'No Wrong Door' triage service, maximising referrals and ensuring that targeted profiles are achieved.
2. Work with local voluntary, health and public sector organisations to develop a clear understanding of and robust pathway into the programme. Ensuring each participant receives the correct Shaw Trust support bespoke to their individual needs
3. Develop and maintain an in-depth knowledge of local provision, programme provision of relevant agencies and opportunities pertaining to employability, social inclusion and wellbeing.
4. Liaise with Community Link Workers and Employment Advisers to support their referral of participants into local services.
5. Create and build relationships with community assets within specified contract areas which will support the individual in their achievement of employability and wellbeing goals, including benefits counselling, housing support, jobsearch, training, health behaviour, sports and leisure, arts and culture, statutory agencies and monitor positive engagement.
6. Procure personalised additional support within the constraints of participants' personalised budgets which will enable their achievement of their employability and wellbeing goals.
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. Liaise with Community Link Workers and Employment Advisers to support updates onto our case management system to ensure that the participant journey is clearly tracked and logged in relation to interaction with third party organisations.
9. Ensure achievement against service delivery Key Performance Indicators (KPIs) and outcomes, capturing management information from delivery and wider network and provide reports accordingly.
10. 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.
11. Encourage participant feedback and user involvement and contribute to evaluations in relation to the wider support network as directed.

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.

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| <p>Person Specification Job Title: Community Navigator (E=Essential D=Desirable)</p> |
| <p>SKILLS AND CORE COMPETENCIES</p> |
| <p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Minimum of SVQ/NVQ Level 3 or equivalent education or experience (E) • Understanding of the Individual Placement and Support model (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) |
| <p>Experience</p> <ul style="list-style-type: none"> • Experience of working with clients who are young people with Special Educational Needs and Disability (SEND) and/or vulnerable adults with a disability or a similar client group (E) • Experience of working with external stakeholders, including primary and secondary care services and/or voluntary sector organisations. (E) • Previous experience of working assertively to influence decision makers (E) • Previous experience of delivering a service using the Individual Placement Support (IPS) model (D) • Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. (E) • Experience of facilitating and supporting clients with complex and/or multiple barriers to achieve positive outcomes. (E) • Experience of brokerage and procurement of services for individuals. (D) |

Skills and Attributes

- Excellent IT skills including Microsoft Word, PowerPoint and Excel **(E)**
- Ability to facilitate, engage, motivate, and support partner organisations and service users where appropriate. **(E)**
- Understanding of inclusion, mental health, and anti-stigma. **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. **(E)**
- Apply skills & techniques (verbal & non-verbal to resolve distress & anger). **(E)**
- Able to support & empower clients to form their own decisions. **(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 & spreadsheets. **(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)**
- A motivational, flexible and problem solving approach. **(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 an enhanced level **(E)**

Other

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