

## Health & Wellbeing Community Navigator

**Job Title:** Health & Wellbeing Community Navigator

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

**Location:** Kent

### Purpose

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

### Main Duties and Responsibilities

1. Work with individuals in a co-ordinated approach 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 is 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 to monitor positive engagement.
5. Ensure an on-going focus on prevention of poor wellbeing through Making Every Contact Count (MECC) linking with public health prevention activity.

6. Undertake or participate in regular case conferences with partner organizations, support services and/or other team members to ensure a client journey is smooth and consistent.
7. Undertake post programme tracking to identify whether an individual has maintained their level of well-being and identify any risk to achieving this.
8. Supervise and guide the volunteers in order to provide clients with additional support to access community provision, thereby creating a 'circle of support'.
9. Be fully responsible for all tasks related to the allocated clients journey including maintaining effective and efficient administrative procedures producing appropriate records and reports, including the updating of client details on the relevant case management system.
10. Ensure achievement against service delivery KPIs and individual performance measures and programme outcomes.
11. 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.
12. 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.
13. To encourage client feedback and user involvement as directed through a co-production framework.
14. 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.
15. 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 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></p> <p><b>Job Title: Health &amp; wellbeing Community Navigator</b></p> <p>(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> <li>• Health or social care recognized qualification. (E)</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 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>• Experience of brokerage and procurement of services for individuals. (D)</li> <li>• Experience of supporting volunteers. (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (E)</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 health and social care system and the application of wellbeing and prevention.(D)</li> <li>• Ability to facilitate, engage, motivate and support clients and their carers where appropriate. (E)</li> <li>• Apply skills &amp; techniques (verbal &amp; non-verbal to resolve distress &amp; anger). (E)</li> <li>• Able to support &amp; empower clients to form their own decisions. (E)</li> <li>• A motivational, flexible and problem solving approach.(E)</li> <li>• Positive attitude to mental health, community connectivity and a strengths and assets based focus to engaging with individuals. (E)</li> <li>• Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. (E)</li> </ul>

**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)
- 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)
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- 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)

**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)