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Navigator

Recovery and Wellbeing Service

# Job Description and Person Specification

# Job Title: Navigator (Connecting Communities)

**Grade:** NJC SCP 5 – 10, currently £25,214 - £27, 259 per annum, Inclusive Inner London Weighting

**Hours:** Full Time 37.5 hours per week

**Accountable to:** Services Manager – Mental Health Support Services

**Supervised by:** Advice and Engagement Coordinator – (Mental Health Services)

**Location:** Open House, Tower Hamlets

**Contract Term:** Until August 2024 (Extension pending funding award)

**Closing Date:** 9.00am, Monday 23rd October 2023

**Interviews:** To be confirmed

**Job description**

Mind in Tower Hamlets, Newham and Redbridge isa charity providing a wide range of services for residents including counselling, mental health support services, advocacy, and community engagement activities.

We believe that everyone has the right to access comprehensive services which enables them to reach their full potential and to work towards their recovery. We value diversity as a strength and our staff teams are from a variety of backgrounds which helps us to deliver services which are culturally aware and responsive to the needs of the diverse communities we serve.

Mind in Tower Hamlets, Newham and Redbridge have been commissioned to deliver the Information and Co Production service which is an element of the larger Mental Health and Wellbeing Service. This is an integrated service which will work under a Governance structure with Hestia: Mental Health Floating Support Service; Working Well Trust: Work Hub and ELFT: Recovery College. Our service model will ensure that people can access the “right support at the right time” and will be the first point of contact for people living with mental health in Tower Hamlets. Our service:

* Connects people to the right service or support
* Actively listens to what people want to do to make positive changes to improve their wellbeing
* Offers practical support to access the right services at the right time based on the options available to each individual
* Motivate and empower people to make changes and keep them going

We are looking to recruit an experienced, creative, and passionate person to join our Recovery and Wellbeing “Connecting Communities” team and contribute towards the project objectives.

**Purpose of role**

Our Navigators is the first point of contact into the Recovery and wellbeing pathway in the London Borough of Tower Hamlets. Our Navigators signpost people to services within the borough that are tailored to their goals, needs and aspirations. Service users may be provided with information and advice or be signposted internally and/or externally. Follow up calls are made to service users to ensure signposted services have been accessed. The Navigators also support people who may need support in small steps towards connecting with resources and opportunities available.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

* Providing appropriate interventions to ensure individuals are appropriately supported to access the right service and support at the right time.
* Supporting people with a positive and hopeful approach and in line with the CHIME framework for personal recovery.
* Carrying out where appropriate an initial meeting to facilitate service user’s recovery journeys by supporting them identify their own personal goals based on their aspirations
* Supporting service users to identify their networks of support and strengths
* Offering advice, information, and signposting - offering wider opportunities for service users to connect and reach their goals
* Follow up and review of progress – prompting and supporting when they face challenges.
* Signpost clients (warm transfer) to the most appropriate access the services they are looking for
* Liaise with local community organisations and groups to identify opportunities for service users to be involved in the wider Tower Hamlets activities offer.
* Assist in the planning of our programme of events, activities, and Anti Stigma activities across the organisation.
* Work with staff across the Information and Co Production Service to increase the uptake and access into the groups for new referrals and to carry out rapid assessments
* To ensure that information is accurately recorded and up to date for the purpose of monitoring to be able to demonstrate that the service is achieving positive outcomes and identifying gaps in provision.

There are opportunities for training and benefits including, company pension, 30 days’ annual leave pro-rated, a comprehensive Learning and Development programme, access to the Employment Assistance Programme (EAP) and Death-In-Service benefits.

This post is subject to a Right to Work Check and an Enhanced Disclosure and Barring Service Check.

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and

Values, Equality, Diversity and Inclusive principles and all organisational policies.

* Attend appropriate internal, external meetings, supervision and away days.
* A commitment towards ongoing professional development and participation of training events required by the organisation and role.
* Other than where central administrative support is available, to be administratively self- servicing.

**This job will be reviewed periodically in line with the organisation’s Business Plan. The role as described is not exhaustive and so there may be other areas which are the responsibility of this role**

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**Navigator**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| No. |  | **Essential/**  **Desirable** |
| **Qualifications** | | |
|  | To have attained a minimum Level 3 in Health and Social Care or equivalent | E |
| **Experience** | | |
|  | 12 months experience of using social care skills working face to face with the public, some of whom may present as emotionally upset or angry from time to time. | E |
|  | Demonstrable and substantial experience of working in mental health services and6 months of providing mental health/wellbeing services within a primary care setting. | E |
|  | Ability to offer various pathway options and promote client autonomy and deliver the service as a standalone intervention, providing psycho-educational skills to enhance maintenance of wellbeing. | E |
|  | Ability to work flexibly to meet the demands of the service, both in terms of hours and role, including occasional evening and weekend working, working well within team and own initiative. | E |
|  | Experience of proactively utilising the wider Tower Hamlets offer and a good knowledge of both statutory and Non statutory services, promoting concepts of Social Inclusion , early intervention and recovery. | D |
|  | Experience of managing and setting up events, activities, and training. | D |
| **Knowledge/Skills/Ability** | | |
|  | An understanding of Mental illness and the impact it can have on individuals, carer’s and their families | E |
|  | Knowledge of social care and the issues of supporting people with a range of mental health issues, including risk assessment. | E |
|  | Knowledge of the NICE guidelines namely their Stepped Care Model | D |
|  | Excellent written and verbal skills | E |
|  | Excellent interpersonal skill, with the ability to influence, negotiate and inspire | E |
|  | Ability to motivate people to engage in self-help activities. | E |
|  | Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities | E |
|  | Ability to speak a second language (Bengali, Somali, Polish etc.) | D |
|  | To be open to learning and find creative solutions. | E |
|  | Excellent IT skills, including Microsoft Office and Database entry | E |
| **Personal** **Attributes** | | |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Excellent judgment and problem-solving skills. | E |
|  | Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices. | E |
|  | A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | E |