

## COMMUNITY NAVIGATOR JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job title:</b>	Community Navigator Coordinator- east Cambridgeshire
<b>Hours:</b>	18.5hrs per week
<b>Location:</b>	Hybrid between home and one of our offices in either Chatteris or Hardwick.
<b>Reports to:</b>	Community Navigators Service Manager
<b>Line manager for:</b>	Not applicable

### Role Summary

Work alongside clients to help them live well through assessing their needs and providing the information and guidance they need to help them make decisions. You will engage with other agencies to ensure that each client receives the support and information that they need acting as a gateway to information and services in their local area.

Navigators demonstrate the values of person-centred practice - individuality, independence, privacy, partnership, choice, dignity, respect and rights. They work with each individual in a strengths-based way, through the client's whole journey with Care Network, with the priority being to help and support each person to reach their best outcomes.

Navigators maintain up to date information resources and local networks in order to effectively signpost people to useful services and support. They also provide information and advice to the Adult Social Care Communities Teams and their clients.

### Working with Individuals

1. Spend time, to listen to and understand each client's needs, aims and aspirations
2. Working with the client, establish an action plan that best meets their individual circumstances
3. Working closely with the client, if it is relevant coordinate multi-agency activity in support of their plan and identified aims and aspirations
4. Work with individuals to achieve their best outcomes through connecting with local communities and organisations
5. Monitor and record client journey and outcomes using Charity Log (our online database)
6. Identify and prepare compelling case studies for discussion with colleagues, external partners and funders.

### In support of our clients, develop and maintain links with a wide range of organisations and other community and voluntary groups:

7. Understand the assets and services provided in each locality. This could include; libraries, parish council buildings, community hubs, children centres, schools and GP surgeries.
8. Work in a multi-agency manner, across all relevant statutory teams, care teams/ reablement, social prescribing link workers, GPs Parish Councils, Local Voluntary Groups, Registered Social Landlords, Discharge Planning Teams, Adult and Autism team, Children and Families service, District Councils, Housing, DWP, Mental Health Teams and Support, NHS, Community Health, Social Care and Locality Children's teams to discover and coordinate current community resources and to engage the client with them.

9. Provide a referral route and professional support for people working in the Adult Social Care Older People's Team and their clients. Activity is determined by the team leader but can include attending meetings, visiting clients, taking referrals or providing information summaries.

### **Volunteers**

10. Work with volunteers (to IIV standard). Working with the Volunteering Coordinator you should:
- Assist with the recruitment, training and on-going support of volunteers
  - Adhere to Care Network's Volunteer Handbook and Volunteer Policy
  - Work in partnership with trained volunteers to deliver Care Network's services
  - Maintain regular contact with volunteers to help them feel supported and fulfilled within their roles

### **Training and Work with other Care Network staff and projects**

- Comply with training requirements of the role and as identified by your line manager.
- Utilise experience and expertise which can be provided by Care Network to support individuals and volunteers.
- Liaise closely with colleagues with particular focus on staff in the same Local Authority District, to add value to the work of Care Network

### **Gaps and Opportunities**

- In close liaison with colleagues, identify opportunities, needs and potential voluntary sources of help. Consider social support, transport and access needs of all adults living in the district.

### **Additional Requirements**

- Deliver the work to the agreed targets.
- Maintain own knowledge of relevant issues and developments.
- Adhere at all times to CNC's policies and procedures. Maintain appropriate and accurate computer and paper records of clients and volunteers, including entering details of activity onto CNC's Charity Log monitoring database. Contribute to organisational tasks and activities as required.
- We expect all staff to support, cover and consider the impact of their actions on other projects, delivering a 'one team' approach for the benefit of our clients and to work in line with our Mission, Vision, Values and Strategy.
- Undertake any other reasonable tasks delegated by the Line Manager.

### PERSON SPECIFICATION Community Navigator

<b>Qualifications</b>	<b>Essential criteria</b> <ul style="list-style-type: none"> <li>• GCSE English and Maths or equivalent</li> <li>• Educated to A-level or equivalent relevant vocational training.</li> <li>• Continued professional or other personal development/training</li> </ul>
	<b>Desirable criteria</b> <ul style="list-style-type: none"> <li>• Educated to degree level</li> </ul>
<b>Experience</b>	<b>Essential criteria</b> <ul style="list-style-type: none"> <li>• Two years' relevant transferable experience (paid or voluntary).</li> </ul>
	<b>Desirable criteria</b> <ul style="list-style-type: none"> <li>• At least 1 year working in the voluntary and/or statutory sectors (local councils, health etc) or in a social care setting.</li> <li>• Work with older people and/or volunteers, groups and committees.</li> </ul>
<b>Knowledge</b>	<b>Essential criteria</b> <ul style="list-style-type: none"> <li>• Knowledge of issues which are important for adult health and wellbeing, e.g. Safeguarding Adults, data protection, health and social care provision, personal budgets etc.</li> <li>• Aware of issues affecting local communities and older residents.</li> </ul>
	<b>Desirable criteria</b> <ul style="list-style-type: none"> <li>• Aware of changing economic/social/governmental/policy context.</li> <li>• Local knowledge.</li> </ul>
<b>Skills</b>	<b>Essential criteria</b> <ul style="list-style-type: none"> <li>• Social and communication skills in both formal and informal settings.</li> <li>• Write accurately and clearly, in plain English. Present informative, interesting and persuasive information to senior managers and public groups.</li> <li>• Use a computer proficiently and confidently for word processing, entering data into and accessing data from a database, copying and printing files, email and browsing the internet.</li> </ul>
	<b>Desirable criteria</b> <ul style="list-style-type: none"> <li>• Read and interpret professional/statutory reports and regulations.</li> <li>• Proficiency in Excel, desktop publishing, PowerPoint etc.</li> <li>• Use computer software effectively to create attractive and informative media content</li> </ul>
<b>Aptitude &amp; characteristics</b>	<b>Essential criteria</b> <ul style="list-style-type: none"> <li>• Enthusiasm to support people's independence and voluntary community activities. Committed to equality and social inclusion.</li> <li>• Accepts direction but uses initiative and prioritises work effectively.</li> <li>• Dependable, and a good timekeeper.</li> <li>• Can solve practical problems and deal with a range of variables.</li> <li>• Flexible and adaptable, even when facing disappointment/rejection.</li> <li>• Actively influences events. Acts on opportunities. Motivates people.</li> <li>• Ready to listen, friendly and approachable.</li> </ul>
<b>Other requirements</b>	<b>Essential criteria</b> <ul style="list-style-type: none"> <li>• Access to fully taxed and insured vehicle to use for work.</li> <li>• Willing to undergo enhanced level DBS check.</li> </ul>