

Job Title: Community Navigator (self-neglect and hoarding)	Role Profile Number:
Grade: M	Date Prepared: 26/05/21
Directorate/Group: Adults, Health and Housing	Reporting to: Community Participation Manager
Structure Chart attached:	

Job Purpose

This post holder will work as part of the Community Health and Wellbeing Team, Public Health, in support of individuals who live in Swindon and have been identified as being at risk from self-neglect or hoarding.

The role of the Community Navigator is to support and coach people to navigate through health, Community and Voluntary sector services in Swindon to improve their well-being and quality of life. In addition the community navigator's role is to enable the individual to become more independent and empowered in the management of their Long Term Condition and/or circumstances. The post holder who will specialise in self-neglect and or hoarding will work alongside the therapeutic specialist and Community Participation manager to offer a holistic and person centered approach to behaviour change.

The expected outcomes and impact to be delivered are:

- A reduction in the risk of harm to the resident through self-neglect and hoarding
- Sustainable change and improved wellbeing
- Partnership working to reduce duplication
- A reduction in hospital admissions
- People feel more in control and report being less isolated and improved well-being

Key Accountabilities

Deliver 1:1 support

- Offer practical and motivational support through coaching to create the conditions for change for residents who are at risk through self-neglect and or hoarding.
- To support people to develop healthy lifestyles through improved understanding of the choices that they make.
- To identify and utilise community and voluntary resources to improve individual self-care and to highlight ideas and areas of needs for future community and voluntary service provision.
- Delegate and oversee practical support work to clients referred to the service.

- Escalate and refer challenging or complex cases or incidents to the appropriate agency or team in line with the hoarding protocol.
- Liaise with referring partners and where appropriate the lead professional.
- Provide advice and guidance to individuals providing practical support by protocols and procedures.
- Work through individual support plans which have been co-designed with the resident and the therapeutic specialist, adapting and modifying where necessary.
- Modify and adapt methods of communication to account for the differing needs of contacts especially in stressful and difficult situations, or where English isn't their first language and ensure polite, efficient and appropriate communications exist at all times.
- Defer to lead professional in ASC or safeguarding team where appropriate.

Record Keeping

- Responsible for the timely and accurate recording of interventions through case management systems, e.g. Podio, Eclipse.
- Deliver and update strength-based - person-centred Live Well personal plans that ensure a holistic empathetic and realistic programme of work for each individual that engages with the service.
- Maintain confidential records as directed in accordance with SBC and PHE procedures and legal requirements, including Data Security and Clinical and Information Governance Guidelines

Partnership Working

- Build relationships with statutory and non-statutory partners to maximise impact and improve life for Swindon residents at risk from self-neglect or hoarding behaviour.
- Attend regular partnership meetings to ensure Swindon has a system wide approach in line with the Hoarding Protocol.
- Contribute to any necessary ongoing development of current protocols, guidance and standard operating procedures as appropriate.
- Work with Voluntary, Community and people at neighbourhood level to engage with sources of support for people with hoarding behaviour.

Supplementary Accountabilities

- Play an active role within the Public Health team including regular attendance of team meetings, PH Directorate meetings and contributing to the overall business plan.
- Attend team meetings and on-going training and development sessions, to share good practice and develop knowledge and expertise.
- Keep abreast of local and national changes in services and opportunities, to ensure knowledge and practice is up to date.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Knowledge of community resources across health, social care and the voluntary and community sector.
- Knowledge of the boundaries of confidentiality and safeguarding
- Knowledge of health, social care and voluntary and community sector services and networks in Swindon
- To apply knowledge from your own background to the development and delivery of effective working for service users
- Experience of using coaching and/or motivational interviewing or similar techniques.
- Experience of being creative and innovative to find out of the box solutions.
- Experience of reflective working to improve performance.
- Experience of working in a culture of honesty and transparency.
- Experience of seeking support, consultation and advice from colleagues.
- Experience of working collaboratively with other workers/agencies in order to coordinate a multi-agency package of support.
- Confidence and experience to make appropriate autonomous decisions within the framework agreed via line management supervision.
- Experience of working in or with the Voluntary and Community sector.
- Experience of working on a one to one basis supporting an individual's Health and Wellbeing.

Qualifications

- Degree or equivalent in Public Health, Community work, education or health and social care or similar field or substantial practical experience and on the job training.

Decision Making

- Ability to learn, be open to change and to demonstrate a can do attitude.
- Ability to work on your own initiative and also work collaboratively as part of a wider team.
- Ability to fully involve service users in the development of their plans to manage their self-neglect or hoarding behaviour.
- Ability to prioritise and manage a changing workload with support using a wide range of strategies.
- Ability to facilitate appropriate interventions for a finite period of time (to suit the client) and to ensure robust transition arrangements are in place to encourage confidence in the client to self-manage

Creativity and Innovation

- Using and sharing insight across the team
- New ways to support residents
- Ability to be flexible and creative in order to find solutions for service users that result in achieving greater and lasting resilience and independence.
- Creating stories and journey logs for individuals and groups.

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed 0	Responsibility	
Typical tasks supervised/allocated to others	Asset Responsibility	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Ability to connect with people and put them at ease.
- Ability to be emotionally literate and empathetic.
- Excellent communication skills and an active listener.
- Ability to build effective, respectful relationships with service users within a diverse community.
- Good Coaching, motivational interviewing and listening skills, with empathic approach and ability to put the service user's need first.
- Ability to engage with members of Primary Health Care teams and other local resources.

Will need the ability to build strong and constructive working relationships with:

- Clients and families.
- Variety of professionals and teams.
- GP surgeries and teams.
- Community and Voluntary organisations.
- Colleagues.
- Dealing with stressful/sad circumstances surrounding COVID 19.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- A flexible approach to working which is likely to be office based and will include some evening and weekend working.
- Dealing with stressful situations and issues associated with the pandemic.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	