



Role Profile

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| Job Title: Live Well Navigator | Role Profile Number: SO3192 |
| Grade: M | Date Prepared: March 2023 |
| Directorate/Group: Adult Services | Reporting to: Live Well Project & Team Lead |
| Structure Chart attached: | No |

Job Purpose

This post holder will work as part of Live Well, Health Improvement Services, Public Health, in support of individuals who live in Swindon and would benefit from coaching and behavior change interventions. The role of the Live Well Navigator is to work alongside the individual with a person-centred approach to improve their health, well-being and quality of life. The Live Well Navigator will build strong relationships with the health, social care, community and voluntary sector services in Swindon.

In addition to the coaching role, there will be an expectation for the post holder to complete practical tasks for individuals under the direction of the line manager. There may be tasks that involve manual handling.

The team of Live Well Navigators, are responsible for delivering against a number of programme areas, including but not limited to:

- Managing long term health conditions
- Reducing loneliness and isolation
- Building independence and resilience
- Discharge from hospital (which may require some manual handling)
- Self-Neglect and Hoarding (which may require longer term coaching and manual handling)

Key Accountabilities

Deliver 1:1 support

- Offer practical and motivational support through coaching to create the conditions for change for clients
- To support people to develop healthy lifestyles through improved understanding of the choices they make
- Identify and utilise community and voluntary resources to improve individual self-care
- Escalate and refer challenging or complex cases or incidents to the appropriate lead professional,

agency or team in line with the safeguarding policy. This includes making safeguarding referrals.

- Liaise with referring partners and build multi- disciplinary approaches
- Work in line with relevant policies and protocols as defined by line manager
- Work through individual support plans which have been co-designed with the individual and where appropriate the therapeutic specialist and/or line manager - adapting and modifying where necessary
- Adapt methods of communication to account for differing needs of individual, for example where English is a second language or where communication is impaired

Record Keeping

- Responsible for the timely and accurate recording of interventions through case management systems, e.g. Podio, Eclipse
- Deliver and update person-centred personal plans
- 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

- Work closely with Live Well and partnership colleagues to ensure that the residents of Swindon can access support to live healthier happier lives
- Attend regular MDT meetings as requested to improve the client journey
- 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

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

- 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 clients
- 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

- Level 3 qualification in Public Health, Community work, Education or health and social care or similar field or substantial practical experience and on the job training
- For some of these positions, a full clean driving licence and a commitment to undertake training to drive a van is required

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 live healthier happier lives
- 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 clients
- Ability to be flexible and creative in order to find solutions for clients that result in achieving greater and lasting resilience and independence.
- Creating good practice stories and journey logs for individuals and groups

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| <p><u>Job Scope</u></p> <p>Number and types of jobs managed:</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others:</p> <ul style="list-style-type: none"> • None | <p>Budget Holder</p> <p>Responsibility:</p> <p>Asset Responsibility:</p> | <p>No</p> |
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Contacts and Relationships

- 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 clients 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

Other Key Features of the role

- This role is primarily community and office based, with occasional opportunities for home working
- In some work programmes, there will be physical demands which require the ability to manually handle items such as furniture, boxes, bags, tables, sofas, beds. There may be tight or awkward spaces to work in and sustained periods of lifting, standing, walking, bending and kneeling
- Can be long periods on the telephone and in front of a screen
- Some evening and weekend working, including 'on call and standby'
- Front of house at Sanford House on a rotational basis
- Complex clients/safeguarding risks
- Dealing with stressful situations and issues associated with emotional and physical health

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