



SWINDON
BOROUGH COUNCIL

Role Profile

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| Job Title: Community Navigator | Grade/ Level: M | Post Number: SO3192 |
| Directorate: Localities, Community Involvement & Volunteering | Job Family: Localities, Health & Wellbeing | Date Prepared: 09/03/2015 |

Role reports to:

Health and Wellbeing Manager

*Please attach an organisation chart showing where this job reports within the structure.

Role Overview:

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 expected outcomes and impact to be delivered are:

- A reduction in hospital admissions
- A reduction/ or delay in the use of nursing/care
- People feel more in control and report being less isolated and improved well-being

Role Purpose:

The role of the community navigator will be to build relationships, solve problems and encourage through coaching for the client to help themselves and locate resources. As part of this the post holder will promote recovery, independence, health and well-being of service users and will work in the community in a peripatetic way.

The Community Navigator will work as part of the Health and Wellbeing Team within Localities, SBC and the integrated Primary Health Care Team. They will support and enable people already known to the Integrated Primary Health Care Teams and will respond to particular locality need; this may include older people with one or more long term conditions such as diabetes or respiratory problem, Cardiology or mental health conditions.

The Community Navigator will work on an outreach basis in the community, will be connected to one or more GP practices in Swindon, support choice, ensure a holistic approach, utilise community and voluntary resources to support an individual's ability to manage their condition and integrate with universal and long-term support where necessary.

Key Accountabilities:

You will be required to (with support and training as appropriate)

- To improve empowerment of the individual through coaching and advocacy that results in an individual's ability to increasingly manage their health, wellbeing and independence themselves.
- Establish partnership working with GP practices so that the role is seen as a key member of the extended community practice team, including linking with the Community Matron and Community and Social Care Team.
- 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.

Supplementary Accountabilities:

- 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

Job Scope:

Number and type of jobs directly managed:

Job Scope:

Direct responsibility for financial resources and /or physical assets

Budget:

Assets:

Knowledge and Experience:

Knowledge:

- 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:

- Experience of working in health, social care, voluntary and community sector environment/in a variety of settings.
- 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

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 long-term condition.
- 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

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 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

Creativity and Innovation:

- Ability to be flexible and creative in order to find solutions for service users that result in achieving greater and lasting resilience and independence.
- Creative solutions to problem solving on an individual basis and as a team
- Creating stories and journey logs for individuals and groups

Emotional Demands of the job:

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- Working with vulnerable clients and those with long term health conditions
- People struggling to cope with their condition - physically and emotionally

- Dealing with potential safeguarding concerns

Title:

Job Specific Competencies:

DBS disclosure would be required.

Features of the role:

Employee Signature:

Print Name:

Date:

Line Manager's Signature:

Print Name:

Date: