# Pioneering Care Partnership Job Description

**Stockton on Tees Community Navigator**

**Responsible to:** Project Lead

**Accountable to:** PCP Chief Executive & Board of Trustees

**Located** Working from home with outreach across Stockton on Tees

**Scale/Salary: Band 4 £19,976 pro rata Hours:** 18 hours per week

**Contract:** Fixed Term until 31st July 2022

The Community Navigator will provide bespoke 1:1 support that is both client led, and trauma informed. A person-centred approach will help ensure clients are in control of their support package

* setting their own goals and working at a pace that suits them.

Low level interventions will be used to help support clients to move forward in their recovery. Behavioural activation strategies will be used to help empower and motivate clients to set manageable goals for the weeks ahead. The Community Navigator will assess the client’s needs and make relevant referrals to partner agencies to ensure appropriate specialist support is sourced, if required.

Support will be offered using a trauma informed approach ensuring support is delivered in a way which is safe for the client. This includes consideration of approach, venue, worker and scheduling of appointments.

Support will be delivered in a community venue that is accessible to the client, making use of community hubs, meeting points, cafes and centres. Specific emphasis will be placed on how safe the client feels in terms of emotional, psychological and physical safety; and the Community Navigator will be trained to recognise the effects of trauma and how this can manifest into emotional reactions, a heightened nervous system and physical symptoms such as lethargy and poor concentration.

The Community Navigator will provide light touch intervention to prevent people becoming despondent and dis-engaging whilst on waiting lists for Specialist Mental Health provision.

The Community Navigator will support local people to improve their emotional resilience and overall wellbeing using suitable resources that are culturally sensitive with interpreters/translated information where needed. Support and guidance will be given to people taking into consideration their culture and faith including tailored workshops that fit around worship and other faith commitments.

You will be confident to work with people at all levels, forging working relationships and supporting referrals when necessary.

Post-holders will embody PCP’s values and work as part of a proactive, multi-disciplinary and forward-thinking team.

## Job Purpose

Community Navigators will:

* + Work in local communities to promote the service
	+ Prioritise delivery for ethnic minority communities
	+ Offer support for people who have either: had COVID-19; been bereaved by COVID-19; are experiencing long COVID or who have been affected by the pandemic e.g shielding, isolation and anxiety
	+ Offer support for people with low level mental health including depression and anxiety using preventative strategies to help prevent symptoms escalating
	+ Provide a ‘no wrong door’ approach and effectively signpost people to relevant local services
	+ Support people to develop action plans to enable safe and appropriate connections, exercise, diversionary activities
	+ Enable and facilitate the development of appropriate support groups
	+ Support the overall service evaluation processes

## Job Description

**Service Delivery & Performance**

1. To undertake a comprehensive personal training programme to ensure delivery is evidence- based, appropriate and well delivered.
2. To work in communities to promote the service and recruit appropriate clients.
3. To apply asset-based community development techniques and undertake research to support access to appropriate services.
4. To manage a caseload of community residents for up to 12 weeks
5. To develop and deliver appropriate group interventions with a mental wellbeing and resilience emphasis.
6. To be responsible for data processing including inputting information onto databases and creating reports.
7. To ensure services are promoted through a variety of communications, marketing and media sources and platforms within the locality covered.
8. To assist with overall service marketing and promotion activities, including supporting mental wellbeing and health events and publicity campaigns as appropriate.
9. To establish and maintain strong relationships within the service and with VCSE delivery partners.
10. To develop and maintain excellent working links/partnerships with external agencies to support delivery and assist people to reach their goals.
11. To contribute to the development of systems and procedures, and the whole team approach in meeting quality and performance targets.
12. To work flexibly as part of the Stockton on Tees Covid-19 Community Champion Team and to provide cover for colleagues as required to help maintain appropriate support for people in the community.
13. To conduct personal, venue and activity risk assessments as required.
14. To ensure Health and Safety and Safeguarding procedures are always adhered to.

## General

1. To be an ambassador for PCP and represent the service at a number of different meetings, forums and events, as appropriate.
2. To uphold PCP and partner organisation’s Core Values at all times.
3. To comply with all relevant organisational policies, procedures and guidelines in relation to safe practice and maintain an up-to-date knowledge of public health interventions and theoretical knowledge of health topics.
4. To apply appropriate monitoring, evaluation and quality tools.
5. To operate within the policies and procedures of PCP, including confidentiality, equality and diversity, information governance and data protection.
6. To support the organisational approach to Quality and continual improvement through becoming an internal auditor, environmental champion or health advocate.
7. To contribute to knowledge sharing and learning and assist with continuous improvement.
8. To understand own limitations and boundaries.
9. To demonstrate a commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation and practice relevant to the service.
10. To work flexibly from varying operational sites as required and agreed.
11. To undertake any such duties required by your line manager or relevant Senior Manager.

## August 2021