

THE DOROTHY KERIN TRUST
JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE	CARE NAVIGATOR
DEPARTMENT	OPERATIONS
JOB PURPOSE	<ul style="list-style-type: none"> • Taking a 'Whole Person' approach to ensure competent assessment of individual need • Navigation of internal departmental boundaries, eliminating barriers to integrated assessment and goal setting • To provide consistently excellent customer service to all prospective patients and guests
REPORTS TO	Whole Person Care Coordinator/Registered Manager
RESPONSIBLE FOR	N/A
KEY RELATIONSHIPS	Whole Person Care Coordinator/Registered Manager, Department Leads, Wellbeing Team

KEY DUTIES AND RESPONSIBILITIES

- To assess individual need from a 'whole person' perspective at first point of contact, and throughout their stay, using a strengths-based approach.
- To coordinate care and activities across all departments to ensure that individuals accessing Burrswood Health and Wellbeing (BHW) have the best possible opportunities for healing and recovery.
- Contribute to multidisciplinary meetings, working collaboratively with colleagues
- To assist with the coordination of care for customers with bespoke care needs
- To ensure that the 'Alacer' booking system is utilised effectively and efficiently
- To play a crucial role in helping customers to get the right support, at the right time in relation to a wide range of needs, including physical, emotional, spiritual, social and environmental
- To provide excellent customer care, acting as advocate; taking and receiving referrals; prioritising need and ensuring a smooth delivery of appropriate services
- To be customer focused and willing to act as an ambassador for the organisation
- To liaise with support agencies to deliver a bespoke package in relation to identified need
- To maintain relationships with local health services and community organisations to optimise opportunities for ongoing support and meaningful engagement with local opportunities
- Collation of comprehensive data and information on a regular basis
- To offer timely access to assessment, information and coordination of appropriate intervention
- To support customers to build on their own strengths and capabilities to improve quality of life
- To advocate for the needs of customers with a focus on recovery and quality of life
- To work with customers across traditional health and social care boundaries building a bridge between care professionals and social opportunities
- To monitor each individual's intervention package to ensure it is supportive and relevant

- To influence and promote healthier strategies with individuals accessing services at BHW

Budget and Resources

- To assist with the development of customer invoices and payment processes
- Take part in evening and weekend work as necessary to ensure cover.

General

- Follow the policies, procedures and practices of the organisation.

OTHER

- The Job Description is intended to provide a broad outline of the role. The job holder may be required to carry out other duties as the role develops or to provide cover for colleagues where appropriate. In certain circumstances the nature of the job may be changed due to new working practices. The job holder will be expected to accept any necessary training that results and to take on the changes requested.
- It is essential that the job holder reads the Health & Safety Policy as laid down by the Trust and is responsible for being fully conversant with those aspects of the “Health & Safety at Work” Manual which are appropriate to their particular department.
- It is a requirement of the Trust that all employees undertake all mandatory training specified for their role.
- All key tasks are to be carried out to the standard required by current legislation, and in accordance with any changes in legislation that may ensue in the future.

ADDITIONAL INFORMATION

Salary	Up to £22,000
Hours of Work	37.5 hours per week. Worked between the hours of 08:00 and 20:00. Weekend working will also be required on a rotational basis.
Holiday	5.6 weeks per calendar year including 8 bank and public holidays (pro rata for part-time working). The holiday year runs from 1 February to 31 January. An additional one day of holiday will be awarded following 5 years continuous service (pro rata for part-time working).
Pension Scheme	The Trust operates a contributory Qualifying Workplace Pension Scheme.
Probationary Period	Six months
Notice Period	1 week on either side during probationary period. 1 month on either side following successful completion of probationary period.

PERSON SPECIFICATION FOR THE POSITION OF CARE NAVIGATOR

	ESSENTIAL	DESIRABLE	HOW ASSESSED
Experience	<p>Minimum of 2 years' experience in a Health or Social Care setting</p> <p>Experience of comprehensively assessing care and wellbeing needs</p> <p>Sound understanding of theory and practice principles of person-centered care, long term conditions and health and social policy</p> <p>Excellent working knowledge of risk management and assessment processes</p> <p>Excellent working knowledge of adult and child safeguarding</p>	<p>Experience of a strengths based approach to assessment</p> <p>Experience as a care coordinator or care navigator</p> <p>Training in motivational interviewing</p> <p>Experience of initiating and sustaining relationships with a variety of health and social care professionals</p> <p>Experience of coordinating services in a multi-professional environment</p>	<p>CV / application form / Interview</p>
Education, Qualifications and Training	<p>A minimum of NVQ level 3 in care management or an equivalent health and social care discipline</p>	<p>Post-graduate level training and qualification in health or social care</p>	<p>CV / application form</p>
Skills/Abilities/Knowledge	<p>Initiative and adaptability to changing processes</p> <p>Confident in the use of electronic records, spreadsheets and databases</p> <p>Excellent communication and administrative skills,</p> <p>Ability to access accurate and up to date information for a range of local services in relation to individual need</p> <p>Ability to problem-solve, be responsive and remain calm under pressure</p>	<p>Knowledge of booking software</p>	<p>CV / application form / Interview</p>

<p>Work-related attributes, qualities, competencies</p>	<p>Excellent communication skills at all levels able to communicate with sensitivity, warmth and empathy</p> <p>Resilience to work in a challenging and changing environment, responding quickly and flexibly to new developments</p> <p>Creative thinker</p> <p>Positive and enthusiastic approach with great ambassadorial skills</p> <p>Computer literate with good knowledge of Microsoft Office</p> <p>Ability to prioritise and manage diverse workload</p> <p>Ability to work confidently in a multi-disciplinary environment</p>		<p>Interview</p>
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