



## JOB DESCRIPTION

**Job title:** Community Navigator

**Responsible to:** Communities Manager

**Salary:** Starting salary is £28,869.40 PA at full time equivalent (SC5 - SP22)

**Hours:** 37.5 hours per week

**Contract type:** Permanent

**Location:** 102-110 Mare Street, London, E8 3SG

### About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

### Our values are:

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

Our values are:

**Connected:** Creating a compassionate and supportive community.

**Fair:** We strive for equity- no-one's needs should go unmet.

**Brave:** We walk with people, offering help by doing what works - proven or new.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance at Adult and Children Enhanced with Barring is required for this role.

### **Purpose of the post:**

Mind in the City, Hackney and Waltham Forest, working in partnership with Turning Point and Antidote, provide the City and Hackney Substance Misuse Recovery service. The service is based in each of City and Hackney's neighborhoods in order to be accessible, local and inclusive. A full integrated service, shaped by the community needs and voices of service users, carers, families, & communities, all staff and volunteers will contribute to recovery, social inclusion and improving the quality of life of all our service users in the City of London and Hackney borough. The service has three elements: Out There, Everywhere- specialist outreach, in reach and engagement; Building Blocks- low, medium and hi-intensity support pathways; and Get Connected- building on our local, person and shared assets to provide recovery capital and peer support. This role will lead on providing clients with the Community Navigation service as part of their recovery support.

### **Main duties and responsibilities:**

- Working as part of a team with colleagues including providing cover for planned and unplanned absences.
- To deliver MindCHWF psychosocial interventions (PSI)
- To facilitate and deliver Mind PSI therapeutic group programmes to clients
- Actively participate in multi-disciplinary team meetings and other service meetings.
- Thorough and timely communication with partner agencies e.g. GPs, Safeguarding, Criminal Justice Partners.
- Mentoring/coaching of up to 2-3 Recovery Workers to support skills development and practice improvement (not formal line management).
- Actively participate in multi-disciplinary team meetings and other service meetings, offering support and guidance to colleagues, to chair such meetings in absence of Team Leader.
- Deputising for Team Leader during planned and unplanned absences.
- Acting as a subject matter expert for colleagues and offering support and advice through training, development sessions, coaching/mentoring.
- Undertaking observations of group and 1:2:1 session of colleagues and providing feedback to support practice improvement.

- Engaging in relevant national forums in your area of specialism to share practice across the organisation.
- Allowing Recovery Workers to shadow and observe your own practice to support their learning and development.
- To lead on the Community Navigation Service which includes:
  - To provide allocated clients with time-limited signposting to services available in the community.
  - To provide a period of support and handover, dealing with issues ranging from social isolation and keeping people engaged in their community, to preventing re- admission to hospital.
  - To assist people to access an assessment for Adult Social Care where appropriate, and to provide information in connection with personal budgets.
  - Where necessary, introduce the person to some services by accompanying them on their first visit or arranging for an appropriate local volunteer to do so.
  - To supply information on what benefits the person may be eligible for and to direct them to sources of information and advice on this as needed.
  - To provide the person and their carer where appropriate with a plan on what is recommended and how to access it.
- Ensure that clients receive the right level of help at the right time and experience a joined-up service between health and social care, especially where multiple services are going in. This may involve:
  - re-referring people to health and social care services when their case has become inactive.
  - alerting involved professionals where there is a need for urgent action or need for step up in care.
  - liaising with health, social care and voluntary sector partners involved in the person's care to ensure a streamlined and coordinated approach
  - The community navigator will have access to a range of information sources about services and support available in City and Hackney but will be expected to develop their knowledge further through local networking, also keeping up to date with service changes and developments.
  - The community navigator will support with disseminating information on community services to the wider service.

## General

- To comply with, promote, and contribute to the writing and development of Mind in the City, Hackney and Waltham Forest's Vision, Philosophy, Aims and Objectives and with all organizational systems, policies and procedures.
- To work with colleagues and partners within the service to provide a seamless service.
- In accordance with the Health and Safety at Work Act 1974, to take responsibility for your own health and safety at work and that of any staff, service users or visitors you are working with, and to report any risks or potential hazards to the Health and Safety Representative.
- To keep records and statistics for dissemination to effectively monitor the service, ensuring that all files and information are kept in accordance with Mind in the City, Hackney and Waltham Forest's policies on confidentiality and data protection.
- To be administratively self-supporting.
- To liaise with other Mind CHWF projects and staff from partner agencies and external stakeholders to facilitate and maintain effective links.
- To attend and participate in staff meetings, contributing to discussions and giving reports if needed.
- To attend supervision, appraisal meetings and appropriate internal and external training courses as approved by your line manager.
- To attend Mind in the City, Hackney and Waltham Forest staff away days.
- To undertake any other tasks and duties commensurate with the post as directed by your manager, or any other senior manager in Mind in the City, Hackney and Waltham Forest.

## Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable.

## Experience, Knowledge, Skills, Abilities - Values and Motivations:

**Connected:** Creating a compassionate and supportive community.

- Coaching skills to achieve successful outcomes. (E)
- Strong collaborative skills. (E)

- Excellent report writing skills. (E)
- Able to work as part of a team. (E)
- Understanding of local services and support networks. (D)
- Able to build trust and collaboration. (E)
- Ability to maintain professional boundaries. (E)
- Ability and willingness to travel to various community sites as required. (E)
- Ability to collaborate and liaise with community agencies and groups and develop positive working relationships. (E)
- Fluent written and spoken English, basic numeracy and literacy skills. (E)
- Good presentation skills. (E)
- Proven verbal and written communications that can be modified to different situations. (E)
- A passion and commitment to supporting good health, for persons and communities. (E)

**Fair:** We strive for equity - no-one's needs should go unmet.

- Proven non-judgmental attitude and ability to act in a culturally sensitive environment with respect. (E)
- Awareness of the challenges and barriers that people with substance misuse issues might face. (D)
- Ability to provide calm, consistent support to those experiencing a mental health crisis (E)
- Ability to work in a recovery orientated, person centered, non-judgmental manner (E)
- A willingness and ability to work unsocial hours when required. (E)
- Respect confidentiality. (E)
- A valuing of coproduction (E)

**Brave:** We walk with people, offering help by doing what works - proven or new.

- Able to deliver against agreed goals, targets and outcomes. (E)
- Reflective, adaptable and resilient to work in a changing and challenging environment. (E)
- Excellent organizational abilities. (E)
- Able to work in a changing and sometimes challenging environment. (E)
- Able to work under pressure and meet both service and central services deadlines. (E)

- Working knowledge of Safeguarding of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice. (D)
- Managing your own time. (E)
- Good IT skills. (E)