



Empowering people experiencing multiple barriers to achieve positive change.

Job Description

Title of post:	Senior Navigator - Multi Needs Navigator Service
Location:	Salem Street
Responsible to:	Service Manager
Salary Scale:	SCP 23, £33,569
Hours of Work:	37.5 hours per week (excluding a 30 min unpaid meal break) Worked Monday to Friday 9.00am until 5pm, (although occasional week ends, later evenings and bank holidays may be necessary)
Annual Leave:	32 working days plus bank holidays (pro rata)
Special Provisions:	The post is subject to the successful applicant applying and paying for an enhanced disclosure and barring check, the results of which would not necessarily exclude applicants from consideration. The post holder must hold a full driving licence, have access to a vehicle with fully comprehensive business-use insurance, and inform their insurance provider that they will be carrying passengers for work.

ROLE PURPOSE

An exciting opportunity has arisen to work within the well-established multiple needs navigation service, as a Senior Navigator supporting a team of Navigators delivering support to people who have multiple needs and find it difficult to engage in services for a variety of reasons.

In addition to carrying a caseload, the post holder will work as a senior member of the team **supporting** the Service Manager by demonstrating day to day senior navigator leadership and performing a range of **delegated tasks** from the list of duties noted below. While the Service Manager ultimately holds full **responsibility and accountability** for the duties listed below as part of their role, one of the key purposes of the senior role is to step in and take responsibility when the Service Manager is absent from the project for reasons such as leave, off site at meetings/ training or during any unplanned absence (illness).

For role clarity the additional responsibilities are set out as follows.

- Additional routine duties
- Delegated duties in the absence of the Service Manager

The Service Manager will provide support, training, mentoring and supervision to the Senior Navigator on taking up the additional responsibilities for assurance against delegated duties in the absence of the Service Manager. However, individuals expressing interest in the role must be able to demonstrate that they are currently fully competent in the core expectations of demonstrable experience for the role, as set out in the attached in the ***Persons Specification document***.

Key Duties and Responsibilities

- Always ensure that directly employed staff have a manageable workload. Providing supervision (with reflective practice) and support staff to improve service user outcomes through observed practice. Ensuring professional standards are met and best practice is implemented.
- Assure that staff working in the service produce a comprehensive coordinated care package with each service user that is implemented and reviewed to address specific needs of the individual and that treatment is fully integrated with local partners including the clients formal and informal support networks.
- Empower staff to promote hope, empowerment, choices, and opportunities that assist service users reaching their full potential as individuals and community members.
- Ensuring quality of service delivery through data analysis and engaging staff in service quality improvement planning and where required produce service improvement plans
- Ensure that all safeguarding issues for children and adults are dealt with in accordance with Bridge policies, procedures, and local and national requirements. Work with your team and designated Safeguarding lead to ensure that the practices within the teams enable identification of service users and children at risk. Ensuring that staff are supported and competent in their delivery of interventions that reduce risk.
- Have direct contact by carrying a reduced number of clients on own caseload.
- Assess and engage with those individuals with multiple disadvantages and unmet needs who are not currently engaged in appropriate services.
- Build trust and good rapport with service users and support agencies
- Provide assertive and persistent support to ensure effective engagement to achieve personal goals and aspirations.
- Support service users to engage effectively with appropriate services to meet their individual needs and aspirations.
- Work to identify and overcome triggers/crisis points that may cause disengagement.

- Work with individuals to accurately record and maintain their progression, records and plans.
- Identify, assess and work therapeutically with risk.
- Be the single point of contact, planning contact flexibly to meet individual needs.
- Develop and regularly review person-centred, multi-agency support plans.
- Work collaboratively with agencies, the individual and their personal support network to collate all relevant information to co-produce individualised and flexible support plans.
- Record activity and results, accurately and in a timely manner, to support project evaluation as well as funding and research requirements.
- Develop and maintain excellent working relationships with a range of partner organisations and services.
- Plan exits to ensure on-going support from relevant services, building in aftercare and immediate access to services, in the event of relapse.

Additional routine duties:

- Support the Service Manager with named casework and casework supervision where delegated and recording all actions in accordance with team and organisational protocols.
- Deal with day-to-day routine enquiries – this includes providing guidance and support to staff on ad hoc case direction and recording all actions in accordance with team and organisational protocols
- To undertake training and mentoring of staff where delegated
- Supporting the advocacy actions for clients including; production of letters, forms, documents, emails, meeting attendance where delegated
- Ensure team timely completion of trackers in accordance with the team protocols.
- To support the management of incidents within the service where delegated
- To support the management of concerns, complaints and allegations raised about the service or individuals working in the service (staff, volunteers) in accordance with policies and procedures and where delegated.
- Attending internal and external meetings District Steering Groups, delivering talks and training to promote the profile of the services of Bridge throughout the district and beyond where delegated.
- Support data management and monitoring ensuring team comply with data recording and reporting requirements and deadlines.

Delegated duties in the absence of the Service Manager

- Oversee and support attendance management within the team – i.e. coordinating cover of diaries and managing team absence
- Authorise Annual Leave, training and sickness absence.
- To manage all incidents within the programme in accordance with team protocols and organisational policies
- Developing and having oversight of risk assessment plans and provide guidance and direction.
- To manage safeguarding casework and reporting in accordance with team and organisation protocols
- Chair team meetings and ensure notes are recorded and actions undertaken.
- Support data management and monitoring for the unit including completing the end of quarter narrative report, this would be in exceptional circumstances.

- To manage, concerns, complaints and allegations raised about the service or individuals working in the service (staff, volunteers, students) in accordance with policies and procedures.
- To undertake tasks as requested by the Director of Operations or Senior Management Team

Person Specification	Essential	Desirable
Qualifications	- Educated to diploma/ degree level in a relevant subject. - or - Minimum 3 years equivalent direct experience in health and social care delivery with people experiencing either homelessness, substance misuse, re-offending behaviour or mental ill-health needs.	- Management qualification - Experience of lone working and personal safety.
Experience	- Relevant experience of supporting others to develop through mentoring, coaching and/or supervision. - Experience of effective partnership working relationship management, pathway and protocol development. - Experience of culture and change management, staff engagement, service improvement.	Relevant experience of working in a leadership role
Knowledge and Skills	- Understanding of Trauma Informed Care approaches - Knowledge and experience of delivering services which evidence high performance and quality standards - Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children. - Ability to lead, inspire and develop a team. - Ability to develop positive working cultures and relationships. - Demonstrate effective communication in a variety of	

Person Specification	Essential	Desirable
	formats to a broad audience. • Ability to apply reasoned non-judgemental analysis to the investigation of incidents (including the death of clients) and to produce high-quality investigation reports. • Knowledge of the range of services available for people with multiple and complex needs. • Knowledge of causes and effects related to social inclusion and the barriers that can prevent access. • Ability to identify discrimination in its many forms.	
Other attributes	• Willingness to work flexibly. • Committed to own professional development. • The post holder must hold a full driving licence, have access to a vehicle with fully comprehensive business-use insurance, and inform their insurance provider that they will be carrying passengers for work. Possesses the following personal qualities • Tenacity • Confident • Optimistic • Self- Aware • Adaptable • Flexible • Reliable • Consistent	

Person Specification	Essential	Desirable
	• Embraces Change • Enjoys Social Interaction • Manages Stress efficiently • Has strong Professional Boundaries	

Key Behaviours	Works Proactively Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	Leads Change & Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.
	Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	Client & Customer Focused Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).
	Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.