



Job Description

Telephone Community Navigator – Telephone Team

Hours of work: 37.5 Monday to Friday 9 to 5 pm

Annual Leave: 25 days plus bank holidays

Salary: Up to £22,880

Employed by: Involve Kent

Responsible to: Telephone Navigation Team Manager

Based: Turkey Mill, Maidstone, Kent ME14 5PP (after training hybrid approach to working available)

Purpose of the job

This is an innovative role working on KCC commissioned services to develop the Community Navigation and wellbeing service for older people (over 55) and Carers (those caring for a family member or friend) across West Kent. Working in an outcome focussed way to improve people's quality of life, health and wellbeing by recognising that this can be affected by a range of social, economic and environmental factors. Supporting people and their Carers to achieve their personal aspirations, participate in their local and wider communities, enhance effective personal support networks, enabling individuals to maintain healthy lifestyles; and lead independent and fulfilled lives

Key tasks and responsibilities

- Proactively manage your own health, wellbeing, and resilience as a positive role model to ensure you can provide consistent, quality support to your clients.
- Work to the Involve values and embed them in your practice and daily work.
- Taking and actioning referrals by telephone across the West Kent area, reacting to high client numbers and completing by telephone initial holistic, strength-based assessments focusing on the person's personal assets, interests, independence, social inclusion, and environment
- Actively seek to identify Carers, with special regard to identifying those new to a caring role, those who have been caring for a longer period but without support and unknown to statutory services, and Carers from seldom heard groups
- Working with people to identify areas of interest that are important to them and signposting them to relevant activities in their local communities that are not services, eg art, culture, heritage and physical activities. Including the provision of direct support to enable them to attend

- Work with those identified as a Carer to complete wellbeing reviews and support them to access a statutory Carers Assessment or further information, advice and support from a Community Based Involve Kent Navigator where level of need is identified.
- Work with hospital-based colleagues to ensure Carers are supported on discharge from hospital including practical support utilising funding as appropriate
- Review all Clients and use the appropriate outcome-based tool to ensure the service is outcome focussed
- Working in partnership with Involve colleagues, voluntary sector, multidisciplinary colleagues in health and social care and district councils to promote and embed the service
- Supporting people with basic information regarding benefits they may be eligible for and referring through to Community Navigators to assist where needed. Referring onto more specialist organisations where more in-depth financial advice and support is required
- Proactively engage and inspire people when assessing their needs and identifying support and offer a personalised approach by telephone
- Motivate, empower and encourage people to take positive action to improve their health and wellbeing, by connecting with others, attending groups, promoting self-care, volunteering, providing advice and information. Set goals and develop action plans with people to help them take control of their health and wellbeing.
- Work with people in a supportive, holistic way (using a Motivational Interview approach) to address practical and psychological barriers, such as lack of transport, low confidence and social isolation, to co-produce a solution
- Enable people to identify services within the local community, and where appropriate, facilitate the purchasing of services to meet their goals, and short- and long-term needs. Supporting people to access their health and social care system both statutory and non-statutory
- Refer onto Community Navigators for face to face appointments to complete KCC approved Community Equipment Assessment that supports people where eligible to access equipment and technology that helps them remain independent for longer including Telecare
- Using the 'Connect Well West Kent' social prescribing software and directory, support people to choose appropriate community activities to support their wellbeing, such as exercise groups, self-help groups, debt advice, community gardening
- Ensure all necessary data and information about Clients is recorded accurately and entered confidentially on Involve's database with awareness of information governance best practice.
- Work closely with partners particularly Health and Social Care Coordinators and One You advisors, to ensure Involve's support is complementary and people access the right service for their needs.
- Achieve demanding targets for numbers of people engaged and supported. Ensuring the service and support to people is outcome focussed and work innovatively to facilitate improved outcomes for people
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops

<u>Person Specification</u>	<u>Essential</u>	<u>Desirable</u>
Excellent customer service skills, ability to deal with high call volumes while remaining focussed, patient and calm under pressure	X	
Knowledge of benefits and basic knowledge around eligibility or ability to quickly learn	X	
Awareness of Carers' issues (those caring for a family member or friend) and people with care and support needs. Knowledge of policy and legislation relating to Carers and the Care Act 2014		X
Able to follow processes and systems, assessing people using strength based skills, developing action plans and following up in an outcome focussed way	X	
Excellent communication skills, able to negotiate, build relationships and advocate for people	X	
Driven, target focused and highly motivated	X	
Resilient, confident, positive and with a methodical approach to planning of own work	X	
Outgoing, can-do approach, energetic and passionate about improving the wellbeing of others	X	
Ability to learn and implement policies and procedures	X	
Good IT skills and experience of using a database or CRM system	X	
Able to take decisions and use professional expertise, but within a structured framework and existing systems and policies	X	
Hold a qualification in Health or Social Work		X