

Job Description

Involve Children's Health and Wellbeing Navigator

Hours of work: 25.5

Annual Leave: 30 days FTE (plus bank holidays) FTE

Salary: £26,608 per annum FTE

Employed by: Involve Kent

Responsible to: Children's Services Team Manager

Based: Total Health Excellence (East and West) Primary Care Network GP

Practices – Aylesham Medical Practice, Lydden Surgery, White Cliffs Medical Centre, Pencester Surgery, Guildhall Street Surgery, Manor Clinic, Sandgate Road Surgery, The New Surgery.

Purpose of the job

Improve support for children with mental health, neurodevelopmental and other health conditions, and their families, by navigating them through processes (eg diagnosis) services and structures and linking them to local groups and initiatives to improve wellbeing. Working with Primary Care Network colleagues and across several services helping to coordinate a multi-disciplinary team, ensuring a holistic approach is taken to a child's care. Bringing services together to provide a seamless journey which adds both financial and patient value, reduces unnecessary duplication and builds relationships between services. Advocating for clients, and able to negotiate with both clients and providers, to achieve best outcomes for children and their families.

The role involves building links with community groups, volunteers and local services, and reaching out to children and families facing disadvantage including migrant communities.

We particularly welcome applications from people with lived experience, foreign language skills and an ability to connect with and engage diverse communities.

Key tasks and responsibilities

- To have a thorough knowledge of the organisation and its strategic aspirations, to work in accordance with written protocols and to contribute to the development of new policies.
- To provide excellent customer care, acting as the client advocate; taking and receiving referrals; prioritising need and ensuring a smooth delivery of appropriate services
- To understand the principle of assessment for vulnerable patients who are under 18, particularly those with mental health needs and long-term conditions, and to maintain awareness of safeguarding issues
- Identify at risk groups and individuals to target for health promotion or welfare interventions.

- To take both clinical and social histories from clients and their family or carer in enough detail to enable effective and timely intervention, and to use this information to develop care/action plans, in negotiation with them and provider agencies
- To have a sound and up-to-date knowledge of health and social care policy, at national and local level, and of available local services, to be able to advise within the organisation and signpost clients to access services or manage their own care (e.g. personal budgets)
- To be able to work confidently in a multi-disciplinary environment.
- To provide emotional support for vulnerable clients in crisis (patients or parents/ carers) and timely onward referral.
- To be able coordinate and to contribute to multi-professional team (MDT) meetings and case reviews, producing summaries for senior management and clinicians.
- To have a sound knowledge of current health promotion initiatives, delivering both health promotion advice and monitoring progress, through motivational interviewing techniques both opportunistically and through targeted intervention.
- To understand the legal; ethical and regulatory principles of the NHS and know personal boundaries and when to seek help.
- To respond appropriately in emergency situations.
- To be self-aware and demonstrate resilience in the face of challenging situations.
- To report any incidents that might compromise health and safety for self; other staff or clients/ patients
- To monitor performance of the organisation within the scope of own work and ensure those standards are met.
- To be able to undertake developmental training of other staff as required.
- To take part in annual appraisal, developing a personal development plan from which training needs will be identified and training undertaken.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops
- Ensure you work to Involve’s safeguarding policies and procedures to ensure vulnerable adults and children are safeguarded appropriately as necessary.

Person Specification	Essential	Desirable
3 years’ experience of working in health, social care or information and advice, in direct contact with people, families and carers		x
Experience delivering services to children and young people with long term conditions and/or mental health conditions (and/ or their families)	x	
Experience in collating data; audit and producing and presenting reports	x	
Proficient in the use of negotiation and motivational skills to promote health and ensure services are used efficiently and effectively	x	
Experience of working in a multi- disciplinary environment in the health; social or voluntary care sectors	x	

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Proficient in the use of electronic records; databases and spreadsheets	x	
Confident in organising and chairing multi- disciplinary meetings and case conferences	x	
Confident in communication methods and able to communicative effectively with a range of customer and provider groups, verbally and in writing	x	
Highly organised and reliable and willing to take responsibility for own actions	x	
Full driving licence and access to a car	x	