



Job Description

Telephone Navigator Community Navigation

Hours of work: 37.5 Monday to Friday 9 to 5 pm (Reduced hours considered, minimum 30 hours per week)

Annual Leave: 30 days plus bank holidays

Salary: Up to £25,000 FTE

Employed by: Involve Kent

This job is offered on a Fixed Term Contract, ending March 31st 2026

Responsible to: Delivery Team Manager

Based: Turkey Mill, Maidstone, Kent, ME14 5PP (Hybrid working can be considered once training completed)

Purpose of the job

This is an innovative role working on KCC commissioned services to develop the Community Navigation, Social Prescribing and Wellbeing services for people and unpaid Carers (those caring for a family member or friend) across 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

- Work to Involve's values and embed them in your practice and daily work.
- Proactively manage your own health, wellbeing, and resilience as a positive role model to ensure you can provide consistent, quality support to your clients.
- Take and action referrals, reacting to high client numbers and completing initial holistic, strength-based assessments focusing on the person's personal assets, interests, independence, social inclusion and environment.
- Ensure all necessary data and information about clients is recorded accurately and entered efficiently on Involve's systems showing awareness of information governance best practice.
- 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.
- Actively seek to identify Carers, 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.

- 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, personalised and 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 the health and social care system both statutory and non-statutory.
- Work 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, e.g., art, culture, heritage and physical activities, including the provision of direct support to enable them to attend.
- Work in partnership with voluntary sector, multidisciplinary colleagues in health and social care and district councils to promote and embed the service and ensure Involve's support is complementary, so people access the right service for their needs.
- Support people with basic information regarding benefits they may be eligible for, referring onto more specialist organisations where more in-depth financial advice and support is required.
- Refer onto Community Navigators to complete KCC approved Community Equipment Assessment that supports people where eligible to access equipment and technology.
- Use online tools and websites to support people to choose appropriate community activities to support their wellbeing, such as exercise groups, self-help groups, debt advice, community gardening.
- Review clients and use the appropriate outcome-based tool to ensure the service is outcome focussed.
- 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>
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Involve Kent Telephone Navigator (Sept 2025)

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