



Job Description

Involve Children's Navigation Team Manager

Hours of work: 37.5 hours Monday to Friday 9am -5pm

Annual Leave: 30 days (plus bank holidays)

Salary: UP to £33,500 FTE

Employed by: Involve Kent

Responsible to: Head of Children's Services

Based: Involve Kent Head Office, Turkey Mill with some flexibility for hybrid working with Senior management agreement.

Purpose of the job

Key management role supporting the Head of Children's Services and wider Executive team in the growth and development of Involve Children's Services throughout Kent and wider geographic areas.

Responsible as Children's Safeguarding Officer for the organisation with a proactive approach to providing support to the Deputy and Designated Safeguarding Lead.

Responsible for all delivery and line management of GP Primary Care Network Children's Health and Wellbeing Navigation service and staff. Taking a proactive approach to service quality and developing highly skilled staff. Focusing on building positive stakeholder relationships, including integration into neighbourhood teams and promotion to wider system partners with a focus on achieving change and best outcomes for children, young people and their families.

Key tasks and responsibilities

Programme management and leadership

- Proactively manage your own health, wellbeing, and resilience as a positive role model to staff and to ensure you can provide consistent, quality support to your staff and our clients.
- Promote positive relationships with key stakeholders in children and young people's services across Kent and Medway including GP Primary Care Networks (PCN's).

- Build key relationships with colleagues across Kent and Medway's children's services in developing a multi-disciplinary approach to integrated and personalised care, ensuring a holistic approach.
- Ensure that Involve's Children's Health and Wellbeing Navigators work alongside current systems and Integrated Neighbourhood Teams to provide highly regarded, seamless support which adds both financial and client value, reduces unnecessary duplication and builds relationships between agencies.
- Manage all delivery of Involve's Children's Navigation service while supporting Senior Management and staff in promotion, growth and development of new innovations and opportunities
- Ensure systems, policies, processes, and standards are in place and adhered to
- Liaise, communicate, and negotiate with stakeholders, funders and particularly key PCN staff, to ensure Involve's Children's Navigation service is delivered according to contractual obligations, NHS guidance and Involve's own values and standards
- Lead on the recruitment and induction of new Children's Health and Wellbeing Navigators, including developing and progressing implementation plans with PCN's to ensure they are operational and effective within GP practices (e.g.access to IT systems)
- Work with PCN's to support referral and system pathways to ensure appropriate access to support for children and their families and Carers
- Ensure systems, tools, procedures, and training is in place to enable data collection, reporting, analysis, and evaluation

Staff management and service

- Line management of Children's Navigation service team members, including supervision, support, and training
- Deputise for Head of Children's Services and work with other Manager's to ensure best practice, quality, and continuous improvement across Involve Kent services.
- Embed the Involve values within your daily practice and in your management of staff.
- Responsibility for induction of new team members including accessing appropriate training, supporting remote workers to ensure they are confident to work alone and are successful embedded and supported within Primary Care Network settings
- Attend training, meetings and supervision and lead group supervision and team meetings
- As the Children's safeguarding Officer take responsibility for all children's safeguarding concerns, working to Involve Kent's safeguarding policy and procedures and take appropriate actions to ensure children and or adults at risk of abuse are safeguarded appropriately.
- Attend internal safeguarding quality meetings with DDSL and DSL to ensure best practice and management of all safeguarding concerns.
- Provide cover to other managers for annual leave and sickness
- Ensure the team accurately record all necessary data and information about Clients, using Charity Log and various GP systems, with awareness of information governance best practice. Support staff where issues are identified in data collection or recording
- Support staff daily with any complex clients or issues, answering queries swiftly and competently and raising complex issues with Senior management for advice and guidance to ensure staff and people are supported appropriately. Build expertise, resilience, and confidence in the team to handle complexity.
- Liaise with the team daily ensuring staff are supported, safe when visiting in the community and not at risk of isolation in their roles

- Work with staff to manage their caseloads, ensure children and their families and Carers are receiving a quality and timely service
- Act as the key operational contact for our partners, GPs, Practice Managers, and others to resolve issues and ensure a high degree of satisfaction with our Children's Services, whilst ensuring staff are able to operate effectively from remote working locations.
- 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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| 3 years' experience of working in a management/Team Lead role in health, social care or information and advice, in direct contact with people, families and carers | | x |
| Experience of taking responsibility for children's safeguarding concerns, working to organisational and statutory policy and processes | x | |
| Experience of delivering services providing personalised care with a holistic approach. | 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 | |
| Proficient in the use of electronic records; databases and spreadsheets | x | |
| Able to evidence working effectively and confidently within multi – disciplinary systems and processes | x | |
| Confident to communicate 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 | |
| Experience of daily supervision of a team, including providing supervision one to one or in a group setting | x | |
| Ability to learn and implement systems, policies, and processes – diligent, accurate and conscientious | x | |
| Proactive and responsive, driven by innovation, motivated to facilitate change; solution focussed | x | |
| Full driving licence and access to a car and willing to drive across Kent | x | |