

Job Description

Job Title:	Navigator
Project:	Moving On Tyne and Wear
Salary:	£19,000 - 27,500
Hours:	37 hpw
Duration:	Fixed Term until March 2023
Clearance required:	Enhanced DBS
Responsible to:	Senior Navigator
Job Purpose:	<p>As a Navigator, you will manage a caseload of Moving on Tyne and Wear participants and provide them with 1:1 support, helping them overcome health barriers to employment and training.</p> <p>Navigators will support people with health problems to access mainstream activities and resources which will help them to better manage their conditions and move towards or into employment. Working closely with participants, the Navigator role will be responsible for supporting them through every stage of their journey, identifying and addressing barriers preventing engagement and introducing activities to support progression.</p> <p>You will be responsible for maintaining relationships with referral sources and providing updates where appropriate as well as building new relationships to ensure consistent referrals into the service.</p>



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Main duties and responsibilities:

Key responsibilities:

- **Service Delivery and Outcomes**

- Work with current referral partners to update on progress of referrals where appropriate.
- Engage with potential referral sources to develop relationships, promote Moving On Tyne and Wear, create robust referral pathways.
- Be responsible for a designated case load, carrying out personalised, focussed action planning.
- To promote good mental and physical health, support and encourage activities which develop positive change.
- Carry out holistic assessments with all participants.
- Develop with participants an action plan with clear goals, identified barriers and measures to overcome these barriers
- Regularly review the progress of participants using the Outcome Star Tool or a similar model
- Manage a participant caseload and review ongoing progress, liaising closely with the full range of specialist partners as appropriate
- Work in partnership and carry out joint key working in order to achieve improved outcomes for participants
- Support participants to access resources and services to increase their employability to help them achieve their goals
- Provide Information, Advice and Guidance and support participants with confidence, self-esteem, aspiration and motivation as well as training and skills to ensure they are closer to work at the end of their journey.
- Work with participants to address barriers towards engagement, referring in to specialist partners where required
- Use timely interventions to promote positive health and wellbeing of participants
- Promote volunteering opportunities, through partners, as a stepping stone to employment and training.
- Identify appropriate employment and training opportunities for designated participants
- Promote participants to colleges and training providers and assist in the placement of participants into further education and training
- Meet agreed performance targets
- Present a professional image of Moving on Tyne and Wear at all times.
- Ensure that all project recordings and management information systems are adhered to and kept in place
- Integrate, share knowledge and spread best practice with other Navigators, staff and partners with the Moving on Tyne and Wear programme
- Maintain participant confidentiality at all time
- Be prepared to work creatively and flexibly, which may occasionally include evening and weekend work



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- Work as part of a team, attend team meetings and participate in staff training and development.
- Assist in the implementation of administrative and financial control systems.
- Work within the organisations policies and practice

Communication

- Actively contribute to a culture of positive communication
- Actively participate in Departmental communications
- Ensure effective written, verbal and I.T. communication both within Moving on Tyne and Wear and Humankind.

Creativity and Innovation

- Willing to come up with ideas and suggestions for new ways of working that will ultimately improve overall performance and service delivery.
- Receptive to new ideas put forward by managers and peers.
- Positive about change and organisational developments.

Contacts and Relationships

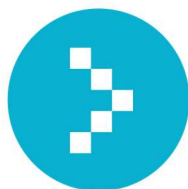
- Positively engage with colleagues and act as advocate for the organisation.
- Demonstrate a willingness to support and help others.
- Have an open and friendly persona with people they come into contact with, developing positive relationships.
- Demonstrate compassion, empathy and understanding with contacts.
- Treat all people with respect and dignity, dealing with them fairly.

Decision Making

- Gather, verify and assess all appropriate and available information to gain an accurate understanding of the situations
- Seek advice and direction where necessary from supervision involving decisions that may involve an element of risk.
- Act in a manner consistent with the values of the organisation.

Planning and Organising

- Maintain and organise workload to ensure effective prioritisation and delivery of objectives.
- Demonstrate effective time management.



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- Get planned work completed within daily deadlines.

Financial Management

- Effectively manage resources within your control

Personal development

- To engage in supervision, training and personal development arranged through Moving on Tyne and Wear, Humankind or other appropriate providers

Organisational culture

- Compassion and hopefulness
- Being open and friendly
- Inclusivity and fairness
- Experience and expertise
- Hard work, creativity and innovation
- Going the extra mile with people to achieve the right outcomes

Information Governance

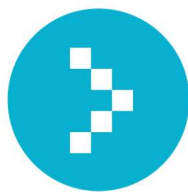
Comply with information governance training as laid out in the Initial IG Induction Training and Second Stage Governance Induction Training documents which include training on information security responsibilities, encryption, home working and remote access where applicable, as well as records management and information quality responsibilities.

Risk Management

Identify potential risks faced by the Organisation and propose measures to mitigate against such risks.

Health and wellbeing

- Take responsibility for own health and wellbeing
- Maintain an awareness of the Group's staff wellbeing strategy
- Contribute to the promotion of staff wellbeing within the Organisation



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and

Develop and maintain a working knowledge of Health and Safety policies and procedures.

Take all practical steps to ensure your own personal health and safety at work and the health and safety of those you work with.

Equality and Diversity

Act in ways that support equality and value diversity.

Help to develop and maintain an organisational culture that supports equality and diversity.

Estates and facilities

Monitor, and where possible, maintain and improve environments to ensure they are fit for purpose and protect the organisations reputation.

Confidentiality

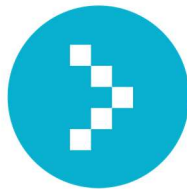
The post holder must maintain the confidentiality of information about clients, staff and Insight business in accordance with the Data Protection Act 1998 and Caldicott principles.

Other

Undertake any reasonable duties/responsibilities to meet the needs of the Group

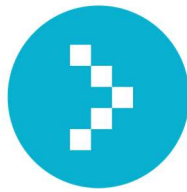
Note:

This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Humankind.



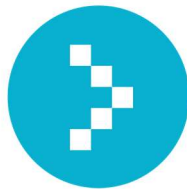
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Person Specification	Essential	Desirable	Where evidenced
Skills & Experience	<p><u>Service Delivery & Outcomes</u></p> <p>Experience of working in communities and engaging participants</p> <p>Experience of information and guidance</p> <p><u>Creativity and Innovation</u></p> <p>Willing to develop knowledge/skills,</p> <p>Contacts and Relationships</p> <p>Proven ability of building trusting relationships with people and innovative approaches to help people persevere to reach their goals.</p> <p>Able to express views, positively and constructively.</p> <p>Willing to work collaboratively</p> <p>Communication</p>	<p>Proven ability of building trusting relationships with participants and innovative approaches to help retain them on the project inspire people to reach their goal.</p>	<p>Application form, Interview.</p>



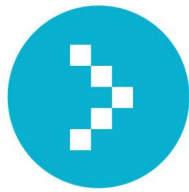
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Person Specification	Essential	Desirable	Where evidenced
	<p>Excellent communication skills with the ability to develop effective relationships with all stakeholders</p> <p>Planning and Organising</p> <p>Effective time management and organisational skills and the ability to manage competing work demands</p>		
Qualifications & Training	<p>Computer literate and experience of working with electronic information systems</p>	<p>Level 2 in Information, Advice and Guidance</p>	<p>Applicaform</p>
Knowledge	<p>Knowledge and understanding of health barriers to unemployment, training, and education.</p>	<p>Knowledge of Information Governance and the regulations surrounding data confidentiality</p> <p>Knowledge of the Tyne and Wear area and local VCS service</p>	<p>Application form and Interview</p>



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Person Specification	Essential	Desirable	Where evidenced
		<p>Knowledge of challenges faced by one or more of the following groups: people with health conditions, BME, substance misuse, homelessness, offending.</p> <p>Knowledge of the effects of stigma and discrimination in relation to physical disability and mental ill health and of recovery in the context of mental health.</p>	
Values & Personal Attributes	<p>Proactive, creative, and resourceful</p> <p>Willing to carry out travel across the operational area</p> <p>Display a professional and courteous manner</p>		Application form and interview.



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Person Specification	Essential	Desirable	Where evidenced
	<p>Compassion and hopefulness</p> <p>Being open and friendly</p> <p>Inclusivity and fairness</p> <p>Experience and expertise</p> <p>Hard work, creativity and innovation</p> <p>Going the extra mile with people to achieve the right outcomes</p>		

