

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE:	Health Care Inclusion Navigator
HOURS:	22.5 hours
BUSINESS UNIT:	Wakefield
LOCATION:	Tieve Tara Medical Centre – Outreach
SALARY:	AfC Band 4
CONTRACT:	Permanent

JOB PURPOSE:

The **Inclusion Health Service** aims to improve the lives and wellbeing of people with some of the most entrenched multiple needs who are experiencing homelessness. The service will support those individuals who do not engage in services, revolve in and out of services or who are excluded from services.

Working proactively with homeless services and providers of supported accommodation to bring health care to people experiencing homelessness and rough sleeping. The Navigator role will include working to develop excellent partnerships and networking with colleagues to:

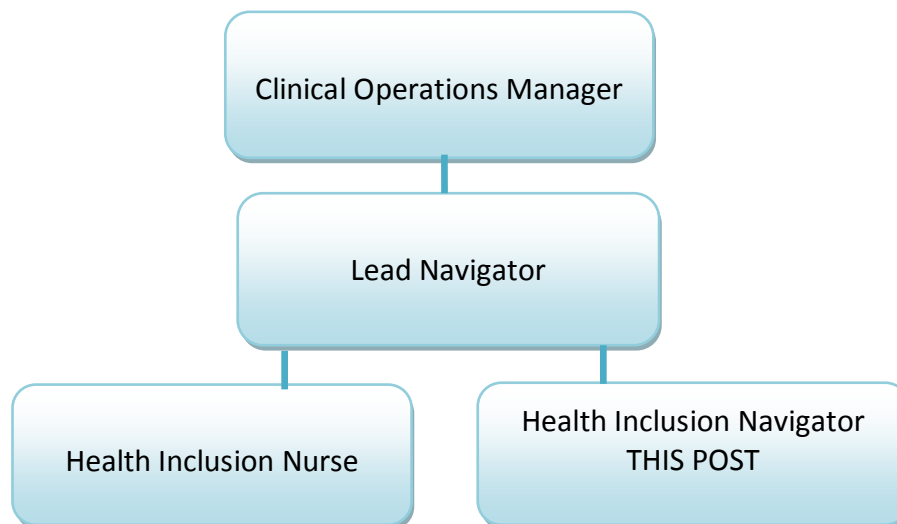
- Engage with those individuals with complex needs who are not currently engaged in appropriate services.
- Provide individual health needs assessments and signpost individuals to appropriate services.
- Identify and co-ordinate the development of person-centred support plans.
- Support clients to engage effectively with appropriate services to meet their individual health needs and aspirations.
- Develop effective working relationships with key voluntary and statutory services and their staff to improve the response to people with multiple and complex needs.
- Assist vulnerable individuals to promote their own health and wellbeing through a self-help approach.
- Work to ensure effective engagement with Peer Mentors.

JOB DIMENSIONS:

(e.g. budgetary or supervisory responsibilities)

None

ORGANISATION CHART:



	Key Responsibilities:
1	Develop links with other organisations and services in the local area and with other partners to recognise and address health inequalities.
2	Regular attendance at appropriate multi-agency partnership meetings to promote the inclusion of clients with multiple and complex needs.
3	Act as an advocate on behalf of client in relation to getting health care needs met.
4	Promoting and liaising with community mental health, substance misuse, alcohol, sexual health and other care services on behalf of the client.

6	Identify and analyse the health needs of the client using the chaos index and outcome star tools to ascertain the physical, mental, emotional and spiritual well-being of the individual.
7	Support individuals to access resources and to provide information on health education/promotion.
8	Undertaking health check/assessment using a trauma informed approach
9	Assist in meeting objectives of the Health Inclusion Service by recording KPI requirements.
10	Supporting client to register with local GP's and promote health care appointments assisting with attendance when needed.
11	Establish good working relationships with emergency accommodation and rough sleepers services.
12	Support clients with prescriptions and arrange delivery of medication from the local pharmacies where necessary.
14	To escalate any client, staff or environmental concerns and report any incidents in a timely manner to line manager and via Ulysses electronic reporting systems.
15	Undertake surveys or audits as appropriate.
16	Development best practice, within the context of accountability to Line Manager, and appropriate supervision.
17	To participate in the Spectrum's appraisal/JDR process and complete a personal development plan.
18	To participate in service user death reviews.
19	To participate in all mandatory training and ensure skills and competencies are kept up to date and that a portfolio of training is maintained.
20	To exercise good time management, punctuality and maintain consistent and reliable attendance.
21	Adhere to adult and children's safeguarding procedures, working in line with relevant safeguarding policies.

22	Meet the changing needs of the service as required. The content of this post will be reviewed in consultation with the Health Inclusion steering group.
23	Ensure confidentiality and security of written and verbal information acquired in a professional capacity in line with current GDPR regulations.
24	Demonstrate knowledge of ethical issues and their impact on healthcare.
25	Undertake any relevant training as deemed appropriate for the post by the Head of Service/ lead navigator.
26	Maintain skills and knowledge in accordance with any requirements of the post.
27	Undertake other duties appropriate to the grading of the post.
28	Represent service reflecting Spectrum's missions, values and visions.

VDU USER? Yes

COMMUNICATION WITH OTHERS:

KEY RELATIONSHIPS

Internal	External
• Public Health Networks/teams	• WMDC
• Quality team	• West Yorkshire Police
• Communications	• Housing Services and Providers
• Nursing Staff	• Community/Voluntary Organisations
• IT department	• Primary care Services.
	• Community Health Services
	• Adult Social Care
	• Criminal Justice System
	• Care Leaver Services
	• Hospital Trusts

JOB DESCRIPTION & PERSON SPECIFICATION AGREEMENT:

JOB HOLDER'S SIGNATURE:

DATE:

MANAGER'S SIGNATURE:

DATE:

HEAD OF SERVICE'S SIGNATURE

DATE:

PERSON SPECIFICATION

Requirements	Essential	Desirable	Assessed
Education and Training	<p>Knowledge of health and social care.</p> <p>Within the last three years, at least one year's experience of successfully delivering advice or support in a health, social care or offender service setting.</p> <p>Experience of working with and managing risk therapeutically.</p>	<p>Evidence of further knowledge and continuous professional development.</p> <p>Experience of lone working and personal safety.</p>	AF
Knowledge and Experience	<p>Knowledge and experience of community-based working using community development principles and practices to plan, develop and implement approaches to promote health and wellbeing.</p> <p>Experience of partnership/multi-disciplinary team working.</p>	<p>An understanding of issues relating to multiple and complex needs from a health and social care perspective.</p>	AF/I
Skills and Abilities	<p>Ability to develop and maintain communication with a wide range partners about complex and sensitive matters and situations.</p> <p>Ability to work effectively with colleagues and partners at different levels within a range of organisations.</p> <p>The ability to gather, analyse, evaluate, and report on a range of data and information using SystmOne.</p> <p>Experience of problem solving</p>	<p>Knowledge of health, local authority, community, and voluntary agencies and structures.</p> <p>Ability to adapt/employ different approaches for clients and professionals.</p> <p>Knowledge of causes and effects related to social inclusion and the barriers that can prevent access.</p>	AF/I

Requirements	Essential	Desirable	Assessed
	<p>IT literate (i.e. able to use Microsoft Office packages, including Word and Outlook).</p> <p>Demonstrate an understanding of the needs of chronically excluded and vulnerable people.</p> <p>Knowledge of the range of services available for people with multiple and complex needs.</p> <p>Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children.</p> <p>Excellent interpersonal skills and the ability to communicate clearly and concisely at all levels (both orally and in writing).</p> <p>Driving licence and access to own transport</p>		
Personal Qualities	<p>The ability to work on own initiative and manage own areas of work.</p> <p>A commitment to partnership working and ability to meet deadlines.</p> <p>To promote health and wellbeing among vulnerable groups and have a determination to succeed.</p>		AF/I

Requirements	Essential	Desirable	Assessed
	<p>A non-judgemental and flexible approach to both work and people.</p> <p>A personal approach to work that seeks to harness the potential of others.</p> <p>A willingness to work across the district in a variety of locations.</p>		I

Candidates will only be invited for interview if they meet the essential criteria for this post. The desirable criteria will be used to shortlist where the application of the essential criteria only, produces a large number of applicants.

AF = Application Form

I = Interview

T = Testing

P = Presentation

