

## **Job Description**

### **Involve Children's Health and Wellbeing Navigator- Maternity Cover**

**Hours of work: 37.5**

**Temporary, fixed term contract – maternity cover from October 2023**

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

**Salary: up to £25,834 per annum FTE**

**Employed by: Involve Kent**

**Responsible to: Children's Services Team Manager**

**Based: Total Health Excellence Primary Care Network – Sandgate Road, Guildhall Street, Manor Road, New Surgery, Aylesham Medical Practice, Wingham, Lydden, Whitecliffs, Pencester 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 colleagues from across several services in developing a multi-disciplinary approach to a child's care, ensuring a holistic approach is taken. Bringing services together to provide a seamless journey which adds both financial and patient value, reduces unnecessary duplication and builds relationships between services. Using risk stratification tools to identify at risk client groups; conducting audits and producing reports at a strategic level that will guide developments. Advocating for clients, and able to negotiate with both clients and providers, to achieve best outcomes for children and their families.**

### **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.
- Work to Involve Kent's safeguarding policy and procedures and take appropriate actions to ensure adults or children at risk of abuse are safeguarded appropriately. Discuss patient related concerns and be supported to follow appropriate safeguarding procedures (e.g. abuse, domestic violence and support with mental health) with management and if appropriate GPs.

- 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, in order to be able to advise within the organisation and signpost clients to access services or manage their own care (e.g. personal budgets).
- To proactively embed and develop the service to ensure it is successful in adding value to the Primary Care Network and wider support services.
- To be able to work confidently in a multi-disciplinary environment, being fluent in medical; social care and lay terminology, and able to produce reports and presentations that are meaningful to all.
- To provide emotional support for vulnerable clients in crisis (patients or parents/ carers) and timely onward referral.
- To be able to contribute to multi-professional 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 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.

This role also includes providing regulated activity with adults and employment is therefore subject to relevant checks with Disclosure and Barring service.

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
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 communicate effectively with a range of customer and provider groups, verbally and in writing	x	
Highly organised, reliable, able to work under own initiative and willing to take responsibility for own actions	x	
Full driving licence and access to a car	x	