Job Description

Involve Children's Health and Wellbeing Navigator

Hours of work: 37.5

Annual Leave: 30 days FTE (plus bank holidays)

Salary: Up to £27,140 per annum FTE

Employed by: Involve Kent

Responsible to: Children's Health and Wellbeing Manager

Based: Maidstone Central Primary Care Network GP Practices:

Bower Mount Medical Centre
Brewer Street Surgery
The Medical Centre Group (Northumberland Court Surgery)
The Vine Medical Centre

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 Primary Care Network colleagues and 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. Advocating for clients, and able to negotiate with both clients and providers, to achieve best outcomes for children and their families.

The role involves building links with community groups and local services, and reaching out to children and families facing disadvantage including migrant communities.

We particularly welcome applications from people with lived experience, foreign language skills and an ability to connect with and engage diverse communities.

Key tasks and responsibilities

- Proactively manage your own health, wellbeing, and resilience to ensure you can provide consistent, quality support to people
- To have a thorough knowledge of the organisation and its strategic aspirations, to work in accordance with protocols
- To provide excellent customer care, acting as the client advocate; taking and receiving referrals; prioritising need and ensuring a smooth delivery of appropriate services
- Identify at risk groups and individuals to target for health promotion or welfare interventions.
- To understand client and their family journey in enough detail to enable effective and timely intervention, and to use this information to develop action plans.
- To have a sound and up-to-date knowledge of health and social care policy, and of local services, and support clients to access services

- To be able to work confidently in a multi-disciplinary environment.
- To provide emotional support for vulnerable clients in crisis
- To be able to contribute to multi-professional meetings and case reviews, producing summaries for senior management and clinicians.
- 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
- Ensure you work to Involve's safeguarding policies and procedures to ensure vulnerable adults and children are safeguarded appropriately as necessary.

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

Person Specification	**Essential**	**Desirable**
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	
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 communicative 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	
Full driving licence and access to a car	x	