

## JOB DESCRIPTION

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**POST TITLE: Let's Connect Wellbeing Network**

**Senior Community Navigator**

**BASE: TBC - Slough Windsor, Ascot, Maidenhead, Bracknell, Reading, Wokingham, West Berks**

**BAND: 5**

**LINE MANAGER: B7 Team Leads**

**PROFESSIONAL ACCOUNTABILITY: Service Manager**

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### OUR VISION AND VALUES

Our **vision** is to be a great place to get care, a great place to give care.

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

### JOB SUMMARY

This dynamic and innovative role aims to address social isolation to enhance the wellbeing of all adults within the Berkshire community. The Senior Community Navigator will support individuals who currently using or have previously used mental health services, as well as those in Berkshire who have not accessed services and shall be able to access the potential benefits of social interaction and support. Participants will forge connections with others and community resources as applicable.

Operating throughout Berkshire with a focus on either the East or West regions, you will integrate into a dedicated and innovative team spanning the entire county. Your contributions will be pivotal to the success of the LCWN, involving leveraging existing community strengths to foster LCWN's expansion and facilitate connections with local opportunities. This role is integral to a novel support model aimed at preventing and mitigating social isolation across the adult population, thereby reducing reliance on services. LCWN assumes a central role in preventative strategies.

A thorough understanding of this role's significance within the context of the Community Mental Health Framework and the NHS Long Term Plan is essential. Recognizing LCWN's role in transformation, you'll support shifts in individuals' perceptions, decision-making processes, and self-management of mental and physical health, aligning with broader cultural changes.

## **RESPONSIBILITIES**

1. You will work directly with all relevant stakeholders – including service users, MHICS, Talking Therapies and all other BHFT teams as well as Voluntary sector and community organisations to build the profile of non-clinical support to break social isolation working in an integrated way with all organisations.
2. You will develop a pathway to support all BHFT teams with transitions and to support people on waiting lists to receive a prompt BHFT supportive service in the meantime.
3. You will take responsibility for integrating fully within BHFT and the community, including attending weekly team meetings, discussing and allocating new referrals and feeding back on service user's progress and success stories to the wider team.
4. Arrange and attend individual 1-1 meetings with service users who want this to ensure social engagement is part of their recovery journey.
5. Engage effectively with clients, building hopeful and empowering relationships, aimed at increasing individual confidence and self-belief.
6. To be responsible for regularly completing engagement activities such as sourcing meaningful and desired activities and community contacts. Spend time to build knowledge of community provision, to identify and connect people to supportive activity and contacts of their choice in order to respect their strengths, needs, abilities and preferences.
7. Maintain a professional relationship with Let's Connect Well Being Network members and voluntary, community and social enterprises and all colleagues, with particular attention to confidentiality and maintaining appropriate boundaries.
8. Take initiative to inform and influence the non-clinical approach to support people who may be socially isolated, alongside any other support they may be engaged with.
9. Develop strong and active effective working relationships with a wide range of local external agencies and community organisations who may be able to offer additional support. Also, to form strong communication and connections with relevant internal BHFT teams
10. Take part in and contribute to Let's Connect Wellbeing Network service team activities, regular meetings and internal and external fidelity/quality reviews.
11. Through time spent within the social network meetings and individual work, build trusted and informative relationships to enhance people's strengths and assets to support them to acquire social confidence and make friendships and/or contacts.
12. Build a multi-disciplinary and integrated approach. Be aware of the Community Mental Health Framework requirement for joined up working and integration for the best results for citizens.
13. Support service users to understand their skills, aspirations and goals. Value the support they can give each other. Coproduce the service with members and give opportunities to expand this skill, particularly to infirm BHFT services and Board.
14. Direct and inform people towards a range of practical support services to meet their needs such as housing advice, financial advice and many more.
15. Work flexibly as required by the individual, which may require some negotiation occasionally to work out of normal office hours.
16. Your work will include considerable travel to venues across Berkshire if this is necessary for the service user or for the provision of the service.
17. Well organised and confident working independently with own caseload and using considerable creativity and initiative to identify and make the most of new opportunities.
18. You will work independently and need to make decisions that will often be remote from the team.
19. You will provide a confident delivery of the Let's Connect Wellbeing network.
20. You will deliver a focused on person centred approach and a recovery approach for all citizens including those who use service, those who have used them in the past and also people who have never used services but feel they are socially isolated or lonely.

21. Run regular Let's Connects social groups and also undertake individual 'Wellbeing Mapping' sessions that take place in community settings.
22. Undertake and drive connections with other support organisations or and many creative possibilities e.g. sport, leisure and hobbies.
23. Refer to other health teams as required or needed.
24. You will be required to record information and data accurately, including numbers of outcomes and contacts made. Collate appropriate data, case studies and feedback to support the ongoing development of the service.
25. Participate in BHFT administrative and data capture systems which record the progress of individuals and work of the team and keep accurate.

## **GENERAL**

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

## **BEHAVIOURS**

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

## **LOCATION/MOBILITY**

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

## **FLEXIBILITY**

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver

our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

## **DATA PROTECTION ACT**

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

## **HEALTH & SAFETY**

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

## **INFECTION CONTROL**

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

## **CONFIDENTIALITY**

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

## **DATA QUALITY**

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

## **CLINICAL GOVERNANCE**

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

## **ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS**

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

## **SMOKE FREE**

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD		
<p><b>1. Education/Qualifications/Training</b></p> <p>Qualification (or equivalent experience) in mental health or other related field, to degree level or equivalent experience.</p> <p>-Direct experience of mental health either personally or as a carer, alongside work experience in a relevant field.</p>	<p><b>Application Form Essential or Desirable</b></p> <p>E</p> <p>D</p>	<p><b>Interview Essential or Desirable</b></p> <p>E</p> <p>D</p>	<p><b>Selection Tool</b></p>
<p><b>2. Continuous Professional Development</b></p> <p>Commitment to continuous professional development and willingness to undertake any training as may be required</p>	<p>E</p>	<p>E</p>	
<p><b>3. Previous Experience</b></p> <p>Experience of working in services for people with long term mental health needs or other ways of gaining experience to demonstrate ability at this level e.g. direct experience</p>	<p>E</p>	<p>E</p>	

<p>A proven track record of successfully participating in teams that work with mental health and wellbeing</p> <p>Experience of delivering person centred, assets and strengths - based work</p> <p>Experience of working with team members who have direct experience, peer support and/or volunteers</p> <p>Demonstrate empathy, tenacity and hope when working alongside people with sever mental health issues.</p>	<p>E</p> <p>D</p> <p>D</p> <p>D</p>	<p>E</p> <p>D</p> <p>D</p> <p>D</p>	
<p><b>4. Knowledge, Skills &amp; Abilities</b></p> <p>Experience and knowledge of the key underpinning approaches and models governing the Let's Connect Wellbeing Network E.g. Recovery Approach, strengths-based, coproduction, person centred, inclusion</p> <p>Comprehensive understanding of promoting the assets of people with a broad range of mental health and wellbeing needs</p> <p>Understanding policy context of how tackling loneliness and isolation in the community has an important role in prevention and also how community resources, including its members, can promote positive health outcomes.</p> <p>Understanding or the importance of integrated working across partners, agencies and groups</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>E</p> <p>E</p> <p>E</p>	

<p>Demonstrates skills that show an ability to self-manage and adapt to play your part to enable the work of the LCWN to meet the needs of the service at the highest level</p>	<p>E</p>	<p>D</p>	
<p>Excellent verbal and written communication and IT skills.</p>	<p>E</p>	<p>E</p>	
<p>Experience of partnership working negotiation and liaison with other agencies.</p>	<p>E</p>	<p>E</p>	
<p>To be able to participate in the use and development of information systems appropriate to the needs of the LCWN culture and ethos. Also to ensure all systems are up to date</p>	<p>E</p>	<p>E</p>	
<p>Keep up to date with published (and other methods) knowledge base for this area of work</p>	<p>E</p>	<p>E</p>	
<p>Demonstrates a high level of interpersonal skills, self-awareness and empathy in all situations. Ability to create and drive a culture of continuous improvement.</p>	<p>D</p>	<p>D</p>	
<p>Excellent motivational, communication and listening skills; able to build rapport and trust with a range of people, especially citizens, BHFT patients and community members.</p>	<p>E</p>	<p>E</p>	
<p>An understanding of human rights and social justice issues and the inequalities encountered by those who are most disadvantaged in British society.</p>	<p>D</p>	<p>D</p>	

<p>Shows creativity and stimulates and encourages new ideas.</p> <p>Ability to use peer and group supervision creatively</p> <p>Advanced IT skills including Word, Excel and use of Teams as a working tool.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>E</p> <p>E</p> <p>E</p>	
<p><b>Additional Requirements</b></p> <p>Ability to work flexible hours including occasional evenings and weekend sessions e.g. meetings, community events etc.</p> <p>Ability to travel efficiently across Berkshire in line with the requirements of the role.</p>	<p>E</p> <p>E</p>	<p>E</p> <p>E</p>	