



Job Description

Job Title:	Care Navigator (Frailty Service)
Responsible to:	Head of Partnerships
Responsible for:	As assigned
Salary:	£26,856 - £30,079 per annum + 6% pension
Hours:	36 Hours per week
Holiday:	25 days plus bank holidays per annum
Based at:	Haringey Multi Agency Care & Coordination (MACC) Team
Contract:	Two years (possible extension)

Purpose of Job

As a Care Navigator, you will provide support to frail older patients in Haringey as part of a new joined-up Multi Agency Care & Coordination (MACC) service. The service involves providers across several sectors: primary care, community health, hospital, social care and the voluntary sector. The purpose of the service is to provide holistic care for frail older people living with multiple Long-Term Conditions (LTCs) and other additional needs.

You will work within a multi-disciplinary team and will provide individual holistic assessments and direct patients to appropriate services including activities that may help to promote their health, wellbeing and independence. You will be employed by The Bridge Renewal Trust and seconded to work jointly with the Haringey GP Federation Federated 4 Health, a member organisation with all 36 GP Practices in Haringey its members.

The MAC Network is in development, therefore the list of responsibilities below is not exhaustive, as the service develops you may be required to take on additional duties all:

1. You will work within a core team providing holistic assessments to those who have less complex medical needs.
2. You will be required to use multiple systems such as EMIS, Rio, amongst others to carry out assessments and log information.
3. Your aim will be focusing on helping residents to make full use of local community and voluntary sector resources available locally.
4. Establish and maintain relationships with the voluntary and community, statutory and other agencies so that you can respond holistically to patients' needs.
5. Build relationships with the wider social prescribing community in Haringey to benefit frail older people.
6. Working with the MAC members to increase their awareness and use of local services, develop new opportunities, and problem solve to improve access.

Principal Tasks

Service delivery and co-ordination

1. To work as part of the Core MAC Team to triage referrals and carry out assessments for people with less complex medical needs.
2. To discuss with the person their needs, based on the Core MAC Teams guidance, and to direct them to appropriate services. In addition to sources of direct support and help, this includes wider services and activities that may help to promote patients' health, wellbeing and independence.
3. To provide the patient and their carer where appropriate with a plan on what is recommended and how to access it.
4. To arrange own visit appointments as appropriate and provide information, after your visit, on some of the outcomes of the service, and to the GP.
5. To keep accurate and up-to-date records of contacts with clients (including use of EMIS).
6. To develop knowledge of local services, using existing databases and developing links with service providers, keeping up-to-date with service changes and developments.
7. To inform the GPs and other healthcare professionals about the holistic range of services available in the community and how they can access them directly.
8. To actively participate in practice level multi-disciplinary team meetings.
9. To work collaboratively with the other Care Navigators supporting each other and meeting regularly as a team.

Leadership and management of people

10. To support and supervise volunteers (as assigned) to ensure performance targets are met.
11. To lead by example, upholding Bridge and designated partner's codes of conduct, policies and working practices.
12. To lead by example by modelling healthy living practices whilst in work.

Income generation and fundraising

13. To support income generation, fundraising applications and tenders to extend or expand the service in line with the Trust's fundraising strategy.

Wider Community involvement

14. To increase the participation and involvement of residents in the activities of the service and other Bridge activities.
15. To contribute to work with local communities to build and sustain community capacity and seeking local solutions to community identified issues and priorities; and ensure that the Trust acts as a 'voice' for local residents.

Wider Partnership working

16. To contribute to initiatives to develop partnerships including developing and maintaining effective working relationships with local residents, Trust service users, voluntary and

community groups, statutory and public sector organisations, businesses and funding bodies.

17. To work collaboratively with internal and external partners to identify and secure funding streams and resources to support delivery of the Trust's objectives.

Team working

18. To take part in The Bridge Renewal Trust and designated partners' events and activities as agreed with your line manager.
19. To promote a positive team environment and work well as part of the Trust staff team to co-ordinate activities and resources in order to meet Trust charitable purpose.
20. To use and contribute to the effective use of: outlook, shared drives and the website to ensure good internal communications and a team approach

Customer care

21. To be responsible for promoting high levels of customer care within your own areas of work.

Equality

22. To understand, promote and implement the Trust's equality policy, recognising social and cultural diversity in the delivery of services, access to facilities and volunteer supervision

Safeguarding

23. To understand, promote and implement the Trust's safeguarding policy, recognising that safeguarding is everyone's responsibility.

General

24. To comply with the statutory provisions of all Health and Safety, associated legislations and all Trust policies and procedures including commitment to ethical and environmentally sustainable practices.
25. To be able to work flexible hours to meet the service needs including working occasional evenings and weekends.
26. To undertake appropriate training as and when required.
27. To recognise that the above-mentioned responsibilities are neither exclusive nor exhaustive and the post holder may be required to carry out other duties commensurate with the grade of the post.

Disclosure & Barring This post will require a DBS check at Enhanced level.

Person Specification – Care Navigator (Frailty Service)

	Criteria	Essential/ Desirable	Assessment Method
1. Qualifications and special requirements	a) Nationally recognised qualification in health, social care, counselling or other relevant professional or academic qualification.	Desirable	AF
	b) Commitment to/evidence of continuous professional development	Essential	AF
2. Experience	a) Experience of working with clients providing person-centred care, preferably in primary care or community setting.	Essential	AF/I/A
	b) Experience of service delivery including performance monitoring and reporting.	Essential	AF/I
	c) Experience of partnership working, preferably within a multi-disciplinary team working	Essential	AF/I/A
3. Skills, Knowledge & Abilities	a) Understanding of the health and wellbeing needs of older people.	Essential	I/AF
	b) Excellent listening, verbal and written communication skills.	Essential	I/AF
	c) Excellent team working skills including being tactful and diplomatic, and ability to build relationships with people from a wide range of backgrounds.	Essential	I
	d) Ability to plan, organise and prioritise work to meet tight deadlines.	Essential	I
	e) Understanding and knowledge of the equality legislation and health and safety regulations.	Essential	I
	f) Understanding and up-to-date knowledge of policy and practice in Adult Social Care and Health, including the principles of personalisation and social prescribing.	Essential	AF/I

	g) Proficient in the use of Information Communications Technology including MS Office and social media tools.	Essential	AF/I
	h) Readiness to work flexibly, recognising the need to work occasional evenings and weekends.	Essential	I
4. Other requirements	a) Willingness to undergo enhanced CRB/DBS Disclosure.	Essential	I

- AF – application form / supporting statement
- I – interview
- A – assessment exercise