

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



Moving On  
Tyne & Wear



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Navigator – Fixed Term
<b>REPORTS TO:</b>	Performance Lead (MOTW)
<b>RESPONSIBLE FOR:</b>	Navigators
<b>LOCATION:</b>	Sunderland
<b>PRIORITY CONTACTS:</b>	Employers, Partners, Participants
<b>SALARY:</b>	c. £21,500 per annum

### JOB SUMMARY

As a Navigator, you will manage a caseload of Moving on Tyne and Wear participants and provide them with 1:1 support, helping them overcome health barriers to employment and training.

Navigators will help participants to accept, adjust and when able recover from physical and/or mental health conditions.

Navigators will support people with health problems to access mainstream activities and resources which will help them to better manage their conditions and move towards or into employment. Working closely with participants, the Navigator role will be responsible for supporting them through every stage of their journey, addressing barriers preventing engagement and introducing activities to support progression.

The role is fully funded by The National Lottery Community Fund and European Social Fund until the end of December 2020. Working in partnership with 13 voluntary and community sector delivery partners, MOTW will support 1620 people, whose main barrier to employment is health, to progress towards the job market.

## KEY TASKS

### Service Delivery and Outcomes

- Work with referral partners to promote Moving on Tyne and Wear to the targeted participants
- Be responsible for a designated case load, carrying out personalised, recovery focussed action planning.
- To promote good mental and physical health and well-being, and encourage and support activities which develop healthy lifestyles.
- Carry out holistic health assessments with all participants
- Develop with participants an action plan with clear goals, identified barriers and measures to overcome these barriers
- Regularly review the progress of participants using the Outcome Star Tool or a similar model
- Manage a participant caseload and review ongoing progress, liaising closely with the full range of specialist partners as appropriate
- Work in partnership and carry out joint key working in order to achieve improved Support participants to access resources and services to increase their employability to help them achieve their goals
- Provide Information, Advice and Guidance and support participants with job search, application / CV writing and appropriate mock interview
- Work with participants to address health barriers towards engagement, referring in to specialist partners where required
- Promote volunteering opportunities, through partners, as a stepping stone to employment and training.
- Identify appropriate employment and training opportunities for designated participants
- Promote participants to employers and assist in the placement of participants into jobs
- Promote participants to colleges and training providers and assist in the placement of participants into further education and training
- Provide ongoing support to participants once they have been placed into employment to ensure sustainability
- Meet agreed performance targets
- Present a professional image of Moving on Tyne and Wear at all times
- Ensure that all project recordings and management information systems are adhered to and kept in place
- Integrate, share knowledge and spread best practice with other Navigators, staff and partners with the Moving on Tyne and Wear programme
- Maintain participant confidentiality at all time
- Be prepared to work creatively and flexibly, which may occasionally include evening and weekend work
- Work as part of a team, attend team meetings and participate in staff training and development.
- Assist in the implementation of administrative and financial control systems.
- Work within the organisations policies and practices

### Communication

- Actively contribute to a culture of positive communication
- Actively participate in Departmental communications
- Ensure effective written, verbal and I.T. communication both within Moving on Tyne and Wear and Groundwork.

### Creativity and Innovation

- Willing to come up with ideas and suggestions for new ways of working that will ultimately improve overall performance and service delivery.
- Receptive to new ideas put forward by managers and peers.
- Positive about change and organisational developments.

### **Contacts and Relationships**

- Positively engage with colleagues and act as advocate for the organisation.
- Demonstrate a willingness to support and help others.
- Have an open and friendly persona with people they come into contact with, developing positive relationships.
- Demonstrate compassion, empathy and understanding with contacts.
- Treat all people with respect and dignity, dealing with them fairly.

### **Decision Making**

- Gather, verify and assess all appropriate and available information to gain an accurate understanding of the situation.
- Seek advice and direction where necessary from supervision involving decisions that may involve an element of risk.
- Act in a manner consistent with the values of the organisation.

### **Planning and Organising**

- Maintain and organise workload to ensure effective prioritisation and delivery of objectives.
- Demonstrate effective time management.
- Get planned work completed within daily deadlines.

### **Financial Management**

- Effectively manage resources within your control

### **Personal development**

- To engage in supervision, training and personal development arranged through Moving on Tyne and Wear, Mental Health Concern or other appropriate providers

### **Organisational culture - Support an organisational culture that values:**

- Compassion and hopefulness
- Being open and friendly
- Inclusivity and fairness
- Experience and expertise
- Hard work, creativity and innovation
- Going the extra mile with people to achieve the right outcomes

### **Information Governance**

- Comply with information governance training as laid out in the Initial IG Induction Training and Second Stage Governance Induction Training documents which include training on information security responsibilities, encryption, home working and remote access where applicable, as well as records management and information quality responsibilities.

### **Risk Management**

- Identify potential risks faced by the Organisation and propose measures to mitigate

### **Health and wellbeing**

- Take responsibility for own health and wellbeing
- Maintain an awareness of the Group's staff wellbeing strategy
- Contribute to the promotion of staff wellbeing within the Organisation

### **Health and safety**

- Develop and maintain a working knowledge of Health and Safety policies and procedures.
- Take all practical steps to ensure your own personal health and safety at work and the health and safety of those you work with.

### **Equality and Diversity**

- Act in ways that support equality and value diversity.
- Help to develop and maintain an organisational culture that supports equality and diversity.

### **Estates and facilities**

- Monitor, and where possible, maintain and improve environments to ensure they are fit for purpose and protect the organisations reputation.

### **Confidentiality**

- The post holder must maintain the confidentiality of information about clients, staff and Insight business in accordance with the Data Protection Act 1998 and Caldicott principles.

### **Leadership and Management (Additional responsibilities subject to selection process)**

- Provide clear and positive leadership to staff ensuring that the service has a highly skilled, flexible and motivated staff team.
- Provide line management support to staff team, delegating appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Link with appropriate statutory and voluntary services, both mainstream and specialist, as a means of promoting work, education and leisure opportunities for people with health barriers to employment.
- Ensure robust risk, personal safety and information sharing processes are in place and adhered to by the staff team.
- Ensure that the service meets all relevant quality standards.
- Ensure good communication systems are in place within the service.
- Ensure good support and supervision systems are in place and adhered to.
- Ensure appropriate statutory training levels are maintained.

### **Other**

- Undertake any reasonable duties/responsibilities to meet the needs of the Group

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the main areas involved. It will be subject to review and amendment in the light of developing service needs and all post holders are expected to undertake any reasonable duties/responsibilities to meet the needs of Groundwork.