

THURROCK & BRENTWOOD MIND & BASILDON MIND

JOB DESCRIPTION

Job Title: Wellbeing Navigator

Salary: £21,892 plus OLF

Hours: 37.5 hours per week

Annual Leave: 25 days including Bank Holidays

Line Management: Positive Pathways Manager (Brentwood & Basildon Adults)

Accountable to: Deputy Chief Executive Officer
Chief Executive Officer
Board of Trustees

Experience:

- Able to use lived experience, and be a positive role model for overcoming hurdles associated with mental ill health
- Experience in providing a listening ear and practical support to people with mental health problems
- Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity

Summary:

Aligned with the NHS Long Term Plan, Brentwood & Basildon's Shared Care Protocol enables more service users with long-term and stable mental health problems to be managed within Primary Care Networks (PCN's).

Our Positive Pathways Team works within the Integrated Mental Health Primary Care Service and provide holistic short-term support, connecting people experiencing mental health problems to local initiatives and services for practical and emotional support.

We aim to increase people's connection with others and their local community and empower them to take control of their own health and wellbeing. We help to strengthen personal and community resilience, and reduce health inequalities, by addressing the wider determinants of health, such as debt, poor housing and physical inactivity.

Main Duties and Responsibilities

Communication

- To effectively engage people using face to face and digital means, making home visits where appropriate within the organisation's policies and procedures.
- To positively promote the understanding that the service user is in control of the pace of their recovery journey and its route.
- To provide information in a way that service users can understand so that they can make informed choices about their recovery and the options available.
- To develop effective, positive, and respectful working relationships with service users, carers, and professionals.
- To raise awareness of mental health and wellbeing and break down stigma and fear among members of the community through promotional events and networking/ engagement with other voluntary, community and social enterprise (VCSE) and statutory organisations.
- To act as a point of information for colleagues in primary and secondary care so that they can signpost/refer their service users to community groups, activities and resources.

Interventions

- To manage a caseload of service users, including people with complex needs and long-term conditions.
- To receive and process referrals from Secondary Care and Integrated MH Primary Care Service professionals
- To give service users time to tell their stories and focus on 'what matters to me'. Build trust with the person, providing non-judgmental support, respecting diversity and lifestyle choices. Work from a strength-based approach focusing on a person's assets.
- To help service users identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities.
- To work with service users to co-produce a simple personalised wellbeing plan – based on the person's priorities, interests, values and motivations – including what they can expect from the groups, activities and services they are being connected to and what the person can do for themselves to improve their health and wellbeing.
- To deliver approaches which engage with service users in a boundaried manner, to enable individuals to access an appropriate range of support.
- To signpost service users and / or facilitate referrals to community-based services and activities, including peer support, health, social, leisure, employment and training opportunities.
- Where appropriate, accompany service users to community groups, activities and statutory services, ensuring they are comfortable.
- To establish that service users have been contacted by/engaged with community support (as per wellbeing plan) and review progress where possible, using the agreed outcome measurement tool, prior to discharging from caseload.
- To ensure all relevant information about service user's support or level of risk that gives cause for concern is escalated to the Senior Wellbeing Navigator and Positive Pathways Manager.

Quality

- To maintain accurate electronic case records and administrative systems.
- To work effectively on own initiative and as part of the integrated mental health team with guidance from Senior Wellbeing Connectors and the Positive Pathways Manager.
- To assist in the monitoring of the quality of the service and the outcomes required by the service.
- To encourage service users, carers and other stakeholders' involvement in raising awareness, service design and evaluation.
- To present a positive image of Positive Pathways and Thurrock and Brentwood Mind and Basildon Mind.

Standard Clauses

- To work in accordance with Thurrock & Brentwood Mind's and Basildon Mind's Aims and Objectives.
- To contribute to the development of best practice with the service.
- To undertake training as necessary to promote the development of skills and knowledge.
- To receive supervision, appraisal and to attend regular staff meetings.
- To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services.
- To promote awareness of and commitment to the Organisation's Equality and Diversity Policy in relation to employment and service delivery.
- To ensure compliance with Southend, Essex and Thurrock (SET) Safeguarding guidance and procedures.
- To ensure full compliance with the Health & Safety at Work Act 1974, the Organisation's Health and Safety Policy, delegated responsibilities, and all locally agreed safe methods of work.
- All employees have a responsibility and a legal obligation to ensure that information processed for both service users and staff is kept accurate, confidential, secure and in line with GDPR, and the Data Protection, Physical and Environmental Security and Confidentiality Policies
- Actively support and promote Thurrock & Brentwood Mind's fundraising activities as part of day to day activities.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

Equal Opportunities: The post comes under the terms of Mind's Equal Opportunities Policy.

Thurrock & Brentwood Mind & Basildon Mind

Person Specification

Wellbeing Navigator

	Essential	Desirable
Qualification	Good general education	Level 3 in Health and Social Care or equivalent qualification
Experience	<p>Able to use lived experience for the benefit of others and be a positive role model for recovery</p> <p>Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity</p> <p>Working as part of a team</p>	<p>Managing a caseload</p> <p>Risk assessment and management</p> <p>Working in the voluntary/community and statutory sector</p>
Skills & Competencies	<p>Ability to communicate effectively and clearly with people of all levels both verbally and in writing</p> <p>Understanding and empathy for people with mental health needs</p> <p>Ability to maintain appropriate professional boundaries, including an understanding of the principles of confidentiality</p> <p>Ability and resilience to work honestly and sensitively with people who are distressed</p> <p>Ability to keep accurate case notes</p> <p>Effective administrative, organisational and problem-solving skills</p> <p>IT literacy using a range of current and relevant packages and proficiency communicating via digital means e.g. telephone, email, text, Zoom and Microsoft Teams</p> <p>Ability to work effectively in collaboration and partnership both within and outside the organisation</p>	

<p>Knowledge</p>	<p>Mental health issues and the impact of social factors</p> <p>Knowledge of what is available within Brentwood & Basildon to support people in their recovery (statutory, voluntary, community and faith groups)</p> <p>A strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the role – e.g. when there is a mental health need requiring a qualified practitioner</p>	<p>Local Area Co-ordination and Asset Based Community Development Understanding of safeguarding issues and procedures, risk management and health and safety</p> <p>Knowledge of current legislation including the Care Act, Mental Health Act and Equality and Diversity principles</p>
<p>Other Requirements</p>	<p>Willingness and ability to travel within South West Essex as required by service/post</p> <p>Flexible working to meet the needs of the service</p> <p>Commitment to openness, honesty, inclusiveness and personal integrity when dealing with others</p> <p>Commitment to reducing health inequalities and proactively working to reach people from all communities</p> <p>Enthusiastic and motivational, with a strong 'can do' attitude</p> <p>Self-awareness and understanding of own strengths and limitations and impact of personal style and approach on others</p>	

<p>Job Holder</p>	<p>Signature</p>
	<p>Date</p>
<p>Manager</p>	<p>Signature</p>
	<p>Date</p>