

JOB DESCRIPTION

Post Title: Healthcare Navigator	Director/Service/Sector Housing/Public Health		Office Use
Band: 7	Workplace: County Hall (Morpeth). Note that this job will require regular travel across the County.		JRef:4407 HRMS ref:
Responsible to: Housing Manager	Date: TBC	Manager Level: TBC	
Job summary: <ul style="list-style-type: none">• Contributes to, and advises on, helping inclusion groups and clients with complex or multiple needs accessing healthcare across Northumberland.• Provides support and advice to a range of professionals from across sectors to achieve best outcomes for clients.• Develops and maintains public health information and support structures.• Facilitates and provides training courses in own area of expertise.• May maintain information directories and data collection systems.• To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the Council. This means demonstrating a consistent leadership style which (a) engages, enables, and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries.			
Resources	Staff	<ul style="list-style-type: none">• Works closely with members of the internal Housing and Public Health Teams and may provide training for staff and public in a range of public health areas.• Works closely with colleagues in NHS General Practice, Dentistry, Pharmacy, Secondary Care/Hospital and Community Services (including Mental Healthcare), Adult and Children’s Social Care and the Voluntary and Community Sector (VCS).• May line manage staff.	
	Finance	<ul style="list-style-type: none">• Responsible for a budget of between £5,000-10,000 to support client costs.• Reports to manager.	
	Physical	<ul style="list-style-type: none">• Analysis of health data and effectiveness of public health initiatives and programmes.• Responsible for safe use of training and IT equipment. Orders public health campaign	

	resources.
Clients	<ul style="list-style-type: none"> Assists with the development of policies and procedures for supporting and assessing the needs of some of our most vulnerable adults, children, and families. Delivers support and training to community groups, healthcare professionals and others, as appropriate.
<p>Key duties and result areas:</p> <p>The postholder will help inclusion groups (e.g. people seeking asylum, refugees) and people with complex or multiple needs living in Northumberland to:</p> <ul style="list-style-type: none"> Understand and navigate the NHS. Register with a GP. Reduce stigma and increase confidence in accessing the healthcare system. Attend or change GP and hospital appointments. Understand how to access preventative interventions such as NHS Health Checks and stop smoking services, and other services or support that can improve their health. Improve their health and healthcare literacy. <p>The postholder will also:</p> <ul style="list-style-type: none"> Contribute to improving our understanding of the barriers that prevent inclusion groups from accessing effective healthcare so that action can be taken to address these. Take part in outreach activities with clients, community groups, system partners and clinicians to provide holistic insights and enable targeted planning and improvement to inequality outcomes. Proactively engage with families to understand and address their needs. Support the monitoring and evaluation of the intervention. Work with partners to ensure communication materials are available in appropriate languages or format. <p>Examples of possible duties and responsibilities</p> <ul style="list-style-type: none"> Respond to health care queries from existing clients, for example prescription issues, appointments, and transport issues. 	

- Respond to non-health related queries by directing the client to the right service.
- Co-ordinate and provide administrative support to the relevant teams to ensure that all the relevant paperwork and clinical information is available (with the client's consent).
- Accompany clients with complex needs to medical appointments (where wanted and consent given) and booking taxis and arrange transport as when required.
- Work in collaboration with other services to support and facilitate the clients to become orientated to the local area and to learn to use public transport.
- Support clients and clinicians to follow up on referrals to other services.
- Update on enquiries regarding a client's care to GPs and other clinicians (with consent).
- Develop an understanding of the milestones of the allocated pathway for clients within a designated group.
- Attend relevant meetings and complete actions regarding the care of clients.
- Identify barriers to access to care and suggest improvements that can be made to client care and process.
- The navigator will be expected to develop their knowledge of local services, using existing databases and developing links with service providers, keeping up to date with service changes and developments.
- The navigator should be able to demonstrate an understanding of the impact of the service on wider health, social and voluntary sector services.
- Action day-to-day issues, ensuring resolution and escalating serious issues to management as appropriate.
- Ensure the timely and efficient responses of information between other organisations involved in the client care pathway, adhering to agreed communication pathways and protocols.
- Work within a multi-disciplinary team in developing the service in line with departmental plans and Council corporate objectives.
- Ensure that all client records are appropriately tracked and securely stored in accordance with General Data Protection Regulations and Council information governance policies.
- Develop working relationships with a wide range of clinical and managerial staff.
- Undertake any administrative tasks commensurate with the grade required to support the delivery of high-quality client care.
- Actively participate in department development as appropriate and participate in departmental meetings.
- Undertake any other duties commensurate with the grade, required to ensure the smooth and efficient running of the department.
- Undertake any training as required to complete the tasks associated with the job role.

Key relationships

- The postholder will have regular contact with a wide range of clinical and managerial staff in addition to administrative and clerical support staff, clients, relatives, and external agencies.
- The postholder will sit within the Tenancy Support Team and report to the Team Manager.
- Whilst this is a standalone role, the postholder will be well-supported by Housing and Public Health teams. It is envisioned that the postholder will work closely with the holder of a new Healthcare Navigator role at Northumbria Healthcare NHS Foundation Trust.

Leadership and management

- Identify their own training needs and improve their competence to meet the need of client and demand of services.
- Provide support to other team members.

Financial responsibilities

- Implement new initiatives where possible to run a cost effective, timely service. Will also manage own budget.

Information management

- To keep accurate written records in accordance with standards set and to input data into relevant electronic system.
- To record and return timely and accurate statistical data as required by the department, Council and/or NHS Trust.
- To follow and adhere to our Council policy on Information Governance.

Education & Professional Development

- Review and support development and implementation of Standard Operating Procedures and internal targets.
- Provide administrative support to enable clinicians to use specialist time to focus on their patients. Support may include making referrals to other agencies or audits such as client experience surveys etc.
- Carry out administrative duties required by the role such as organising meetings, taking minutes, producing documentation, and organising supplies
- Offer suggestions for improvement of service
- Ensure that all daily tasks and on-going workloads are prioritized and completed within agreed timeframes.

- Demonstrate insight into own professional development, contributing to the process of identifying own educational and training needs in conjunction with line manager.
- Attend and actively participate in team / group meetings as required.
- Support and contribute to audit.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements	
Transport requirement:	A valid UK driving license and access to a car are essential as the postholder will be expected to work from multiple sites across Northumberland as well as meet service users and external agencies across the County.
Working patterns:	The postholder will work 37 hours per week, Monday to Friday, 9am – 5pm. A degree of flexibility will be required as the role may require some evening and weekend work to help meet the needs of the service.
Working Conditions:	The role will be based at County Hall (Morpeth) but will have a significant degree of outreach work within the local community and engagement with key partners.

PERSON SPECIFICATION

Post Title: Healthcare Navigator		Director/Service/Sector: Housing/Public Health		Ref: 4407
Essential		Desirable		Assess by
Knowledge and Qualifications				
<ul style="list-style-type: none">Degree in relevant subject or equivalent qualification or experience e.g. Registered Nurse, Public Health/Health Improvement/Community DevelopmentKnowledge of community development tools, the public involvement and prevention agendas, and asset-based community development work acquired through experience or qualification to degree level or equivalentKnowledge of Public Health/Health Improvement, acquired through training, extended courses and/or experienceKnowledge of the issues relating to topic areaExperience of working effectively and collaboratively in partnership with other agencies, including voluntary and community sectorsKnowledge of or experience in quality improvement tools, techniques, and methods		<ul style="list-style-type: none">Experience of collaborating with community organisations and/or voluntary groupsEvidence of ongoing personal development		(a)
Experience				
<ul style="list-style-type: none">Experience working in a similar roleSupports recruitment and coordination/management of additional staff and or volunteersProvides training in own discipline to educate and inform other professionals, volunteers, and residents in communities via locality sessions and forums.Experience in applying relevant supervisory methods, tools, and techniques		<ul style="list-style-type: none">Experience of collaborative workingExperience of supervising othersExperience of setting targets and monitoring performanceExperience of data analysis/auditExperience of report writingExperience of conducting health surveys/data collection		(a) (i)

<ul style="list-style-type: none"> • Experience of dealing effectively with others 		
Skills and competencies		
<ul style="list-style-type: none"> • Excellent communication, using a range of formats (written, verbal and non-verbal) • Communicate effectively with clients who may not speak English, by using telephone or face-to-face interpreting services. • Excellent listening skills • Able to plan and organise complex activities such as regular community meetings, community projects and multi-agency meetings • Good administration and organisation skills • Competent keyboard skills and use of training equipment 	<ul style="list-style-type: none"> • Experience or qualification in alternative communication method – BSL, Makaton • Conversant in a foreign language 	(a) (i) (r)
<ul style="list-style-type: none"> • Able to plan, deliver and evaluate a range of activities by co-producing in partnership with communities • Good time management skills and able to plan and organise own travel arrangements to sites as and when required • Well-developed IT skills including the ability to use software packages (e.g. Microsoft Office) • Provides advice and support to a range of people including volunteers, residents, carers, professionals on a range of issues • Works in a non-judgemental way • Ability to work as part of a team • High degree of confidentiality • Apply a methodical approach to problem solving • Ability to remain calm and logical in stressful and demanding situations 		

<ul style="list-style-type: none"> • Ability to work on own initiative to overcome day to day operational problems • Help create a positive work culture in which diverse, individual contributions and perspectives are valued • Responsible for their case load and day to day activity and be accountable for own performance. 		
Physical, mental, and emotional demands		
<p>Physical -</p> <ul style="list-style-type: none"> • May require occasional heavy lifting of equipment or resources • Combination of sitting, standing, and walking is required for this role. • Must be punctual and dependable • Able to deal confidently with a full range of requests and respond in a mature and courteous manner <p>Mental/emotional –</p> <ul style="list-style-type: none"> • Occasional distressing or emotional circumstances within the workplace or exposure to distressed members of staff or clients 		(a) (i)
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

**People
First**



Respect



Excellence



Resilience

