



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

**Vision:**

To make Bromley and Greenwich places where all can enjoy later life.

**Mission:**

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

**Values:**

Equality – We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect – We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity – We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison  
Chief Executive

**Job Title:** Care Navigator Bromley ICN

**Hours:** 30 per week ( Tues – Fri )

**Salary:** £22,717

**Location:** Home working with 1 day per week at designate ICN Hub Site within Bromley

**Reporting To:** Care Navigator Manager

**Job Purpose:** The Care Navigator will work with colleagues from health and social care to develop a multi-disciplinary approach to patient care, ensuring a holistic approach is taken.

**Key Responsibilities:**

**Enabling access to third sector and local health and social care services:**

- To provide person-centred support and help people who would benefit from third sector services to navigate the system.
- To liaise with a range of professionals who are involved in a patients' care, ensuring a smooth and coordinated approach
- To improve people's experience and quality of care by providing a point of contact for non-medical queries, and for signposting to medical service
- To be part of the Integrated Care Network MDT meetings for people on the Proactive and Frailty Care Pathways.
- To inform health and social care colleagues of the potential third sector services which can support people to self-manage.
- To assist in documenting patient history in sufficient detail to enable health and care professionals to plan and deliver effective and timely interventions.
- To assist people who may be eligible to access community care and carers assessments.
- To escalate any issues which cannot be resolved at local level to the relevant Line Manager.

- To input data on EMIS database system and keep all online records up-to-date (training will be provided).
- To carry out written reports e.g. case studies requested by the Care Navigation Manager and MDT Liaison Coordinator.
- To establish good relationships with the health and care professionals and colleagues to support and coordinate care.
- To establish good communication with people receiving coordinated care and their carers / families.
- To deal effectively and diplomatically with telephone and face to face enquiries, taking messages or appropriate action as required.
- To ensure any complaints and serious incidents are managed and dealt with in line with the latest governance and policy guidance.
- To learn from good practice on how to successfully support MDTs.
- To attend regular monthly supervision sessions and annual appraisals with the Care Navigation Manager taking responsibility to comply with agreed personal development.
- To attend regular weekly Care Navigation team meetings with the Care Navigation Manager. Plus any other appropriate meetings to ensure good team working with the MDT Liaison Coordinator and wider community teams.
- To take part in Age UK Bromley & Greenwich events and activities as appropriate to the role.
- To establish strong links with other Age UK Bromley & Greenwich staff and contribute to the wider aims and objectives of the organisation.
- To show flexibility to cover for other staff members in the Care Navigation team, in other networks locally, and undertake any other duties commensurate with the purpose and remit of the post.

- At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals.
- To follow quality standards relevant to the role
- To contribute to the identification and development of service improvements initiatives
- To comply with Age UK Bromley & Greenwich's policies

### Person Specification:

Experience	Essential / Desireable
A relevant qualification, degree (or equivalent experience) in health, social care or information and advice	E
Frailty awareness training	D
Adult safeguarding awareness training	D
Personalised Care / Integrated Care awareness training	D
Experience of building relationships in health, social care or third sector environment	D
Experience / understanding of care navigation/social prescribing working approaches	D
Experience of delivering services to people with complex needs	E
Experience of person-centered planning	D
Experience of multidisciplinary team /collaborative working	D

### Person Specification:

Experience	Essential / Desireable
Experience of being an advocate (paid/unpaid role) and negotiating with providers to achieve the best outcomes for people	D
Experience of working within both community/hospital settings	D
Understanding of General Data Protection Regulations – GDPR	E
Can demonstrate an approach to gaining knowledge of local services	D
Knowledge of health and social care policy	D
Innovative with good problem solving skills	D
Comfortable to work as part of a team but also competent to lone work with minimal supervision	E
Excellent communication skills, both verbal and written	E
Demonstrate compassion and empathy in a professional manner	E
Ability to recognise and manage risk/conflict	D
Ability to travel across assigned ICNs, Churchill Ward Orpington Hospital and wider borough as required for the role	E

**Holiday:** 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

**Pension:** All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

**Hybrid Working:** Consideration will be given to any hybrid working requests although it may not be appropriate for all services. This is subject to you spending a minimum of 2 days a week in your designated office for full time employees, and pro rata for part time employees.

**Employee Assistance Programme:** LifeWorks will provide you with a confidential programme and innovative well-being resource. It is designed to help you with all of life's questions, issues and concerns. Lifeworks offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:  
[hr@ageukbandg.org.uk](mailto:hr@ageukbandg.org.uk)  
020 8315 1862