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 60 years.

With nearly 80 staff and over 150 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 were all can enjoy later life.

Mission
Age UK Bromley & Greenwich will listen to and collaborate with older people to ensure that they are fully represented in both boroughs. We will work with older people to enable, support, and connect. We will enable, promote, and respect older peoples' choices, 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 our staff, volunteers, and clients. We believe in their potential and will help them 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.



Mark Ellison
Chief Executive

Job Title: Future of Prevention Community Navigator

Hours: 37.5 hours per week (open to job share or part time hours)

Salary: £29,500

Location: Working across Bromley

Reporting To: Health & Wellbeing Coordinator

Job Purpose: To work as part of the Future of Prevention programme, supporting Bromley residents to maintain their independence, improve their wellbeing and actively participate in everyday life.Working with residents identified through the Future of Prevention programme and allocated for outreach, the postholder will help them identify their needs, agree practical priorities and connect them with appropriate community, health and social care services. The role involves delivering personalised, strengths-based support, coordinating access to services and providing appropriate follow-up to ensure residents receive the support they need. The postholder will recognise when more complex needs arise and refer these to the appropriate professionals.

Key Responsibilities

- Review the available information and agreed outreach plan before contacting the resident.
- Make proactive, sensitive and accessible contact by telephone, community appointment or home visit.
- Build trust and hold a strengths-based, person-centred conversation focused on the resident's goals, circumstances and what matters to them.
- Agree practical priorities and provide information, navigation, warm handovers or permitted referrals through Bromley Well and the wider Bromley support system.
- Maintain proportionate oversight until agreed actions are completed, appropriate support is confirmed, the resident declines further support, or the case is appropriately transferred or escalated.
- Maintain clear ownership of allocated residents and ensure that agreed next actions are progressed.

- Recognise safeguarding concerns, deterioration, urgent clinical issues or matters requiring professional judgement and escalate promptly through agreed routes.

- Record contacts, decisions, actions, referrals, follow-up and outcomes accurately and promptly in OneView and any required Age UK Bromley & Greenwich systems.

- Work collaboratively with Bromley Well partners, London Borough of Bromley Adult Social Care, health services and the wider voluntary and community sector.

- Participate in team huddles, reflective practice, case audit and quality improvement, and identify recurring service gaps or pathway barriers.

- Represent Age UK Bromley & Greenwich and Bromley Well positively when working with residents, carers, professionals and partner organisations.

- Record contacts, decisions, actions, referrals, follow-up and outcomes accurately and promptly in OneView and any required Age UK Bromley & Greenwich systems.

Essential experience and capabilities

- Experience of social prescribing, care navigation, community outreach, health and wellbeing support, social care or a comparable community-based role.

- Experience of supporting residents who may be experiencing ill health, disability, isolation, reduced independence or other challenges.

- Strong listening, relationship-building and communication skills, including the ability to undertake sensitive, strengths-based conversations.

- A person-centred and motivational approach that promotes choice, independence and wellbeing.

- Sound understanding of safeguarding, confidentiality, consent, information governance, professional boundaries and lone working.

- Ability to manage an allocated caseload, prioritise activity, organise follow-up and maintain accurate, timely records.

- Ability to recognise the limits of the role and escalate appropriately when statutory, clinical or other professional input is required.

- Confidence working across organisational boundaries while maintaining clear accountability for the resident.

- Good knowledge of Bromley Well and Bromley's wider voluntary, community, health and social-care infrastructure, or the ability to develop this quickly.

- Confidence using digital case-management systems, including OneView, or the ability to learn these quickly.

- Ability to work independently in the community while contributing to a multi-agency team.

Employee Benefits

Working at Age UK Bromley & Greenwich offers a host of benefits designed to support your professional growth, work-life balance, and personal well-being:

Holiday Entitlement: 27 days of annual leave (pro rata)

Pension Scheme: All eligible employees are automatically enrolled in our pension scheme through The Pensions Trust, offering a competitive match of 5% from employees and 3% from employers.

Employee Assistance Programme: Access to LifeWorks, providing 24/7 support for mental, financial, physical, and emotional well-being.

If you're looking for a rewarding role where you can make a real difference to people's lives, helping them remain independent, improve their wellbeing and feel connected to their community, this could be the perfect opportunity for you. As part of the Bromley Well partnership, you'll join a dedicated and supportive team committed to empowering Bromley residents to access the right support, overcome challenges and live well in their community.