



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 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.

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

Mark Ellison
Chief Executive

BACKGROUND TO THE POST

Age UK Bromley & Greenwich working with Oxleas NHS trust, is appointing a Care Navigator to join a dynamic team committed to supporting the provision of high quality health care to people living in the Royal Borough of Greenwich.

The Care Navigator posts based at the Memorial Hospital, Shooters hill, Woolwich, will work on the Proactive pathway and will attend Multi-Disciplinary Team Meetings (MDT) working alongside health and social care professionals, including the Frailty Team Manager , GPs and Case Managers.

The Care Navigator will be pivotal in capturing the patient's support needs and then navigating them to the right support, right place, at the right time.

The Care Navigator will also sign post and/or refer to third sector services of benefit and provide information and encouragement to support patients to be empowered to make informed decisions about their health and wellbeing.

KEY RELATIONSHIPS

- Frailty team including Team Manager and Case Managers
- Patients/service users within the networks
- GPs as providers within the ICN and MDT GP Chair
- Interface Geriatrician
- Mental Health professional
- Other Care Navigator posts within Bromley
- St Christopher's Hospice staff working on the end of life pathway
- Social Care
- Third Sector colleagues as required

Job Title: Care Navigator

Hours: 37.5 per week

Salary: £29,542

Location: Memorial Hospital, Shooters Hill, Woolwich

Reporting To: Frailty Team Manager

Job Purpose: The role includes supporting people with complex needs identified through the Proactive Care and Frailty pathways by providing emotional support, motivating them to self-manage and signposting them to the most relevant services (clinical and non-clinical/medical, social care third sector support) to enable those individuals to achieve improved health and care outcomes.

The post holder will work with the Case Managers to capture the support needs and then navigating the patient to the right support; development and co-ordination of plans for individuals in association with the other professionals, monitoring those services and their impact on people's care. They will work with colleagues from across a number of services in developing a multi-disciplinary approach to patient care, ensuring a holistic approach is taken.

Key Responsibilities

- To provide person-centred support to people who have been assessed as benefiting from coordinated care and who require access to health and social care services and self-management/third sector services in Greenwich and help them to navigate the system.
- To improve people's experience and quality of care by providing a point of contact for queries, and for signposting to medical services (with support from the Case Manager)
- To support the Case Manager in carrying out guided conversations with people about their needs, leading to a holistic care plan of support.
- To be part of the MDT meetings for people referred to the Frailty Team.
- 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 respond appropriately in emergency situations.
- To liaise with Age UK Bromley & Greenwich's volunteers who will support and encourage people to enable them to pursue their interests.
- To input data on database systems including RIO, Framework I and Co-ordinate my Care and keep all online records up-to-date (training will be provided).
- To collate, input and produce relevant data for analysis using IT packages.
- To ensure all recorded information is accurate, up to date and factual.
- To carry out written reports e.g. case studies requested by the Frailty Team Manager.
- To establish good relationships with the health and care professionals within the local area, including Community staff, Primary Care (i.e. GPs and practice staff within the named ICN) and Case Managers 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 attend and participate in an induction programme and all relevant training.
- To learn from good practice on how to successfully support MDTs.

- To attend regular monthly peer supervision sessions with Care Navigation Manager and Care Navigator team taking responsibility to comply with agreed personal development.
- To attend regular Frailty team meetings with the Frailty Team. Plus any other appropriate meetings to ensure good team working with the MDT 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 use and maintain resources efficiently and effectively and encourage others to do so.
- To evaluate the quality of own work and raise quality issues and related risks with the relevant people through the relevant channels.
- To support the introduction/ maintenance of quality systems/processes in own work area.
- To ensure documentation is accurate and up to date, and monitor and promote high standards of documentation within the team.
- To follow quality standards relevant to the role, including the Standard Operating Procedures ("SOP")
- To support the collation of information and data for any relevant audit requirements.
- To contribute to the identification and development of service improvements initiatives sharing the suggestions with other MDT members.

- To comply with Age UK Bromley & Greenwich's policies with particular regard to Diversity, Health and Safety and Confidentiality and policies adopted by the Greenwich ICNs that apply to the Frailty pathways.
- Safeguarding, keeping adults safe from abuse, ensuring that all alleged abuse is reported as per Age UK Bromley & Greenwich and Oxleas Standard Operating Procedures and aligned to Borough wide regulations and reporting procedures. Ensure that safeguarding is embedded in all decisions.
- To familiarise and fully comply with Age UK Bromley & Greenwich policies and procedures.
- At all times respect patient confidentiality and in particular the confidentiality of electronically stored personal data in line with the requirements of GDPR
- To be aware of individual responsibilities under the Health & Safety at Work Act and identify and report as necessary any untoward accident, incident or potentially hazardous environment.
- To initiate and undertake routine risk assessments, both of environmental and individual case management, and advise others in determining appropriate management specifically relating to moving and handling, safe use of medical devices.
- To be aware of and adhere to health and safety legislation in all aspects of their own and their teams work.
- To monitor work areas, and practices, and ensure that they are safe and free from hazards, conform to health safety and security legislation, policies, procedures and guidelines.
- To take the necessary action in relation to risk with support from the Line Manager.

| Experience | Essential / Desireable |
|---|---------------------------|
| Two (2) or more and GCSEs including English and Mathematics | E |
| A relevant qualification, degree (or equivalent experience in health, social care or information and advice) | E |
| Evidence of continued learning and development | D |
| Adult safeguarding – level 3 training | D |
| Basic life support training | D |
| Minimum three years' experience of working in health, social care, or third sector or information and advice, in direct contact with people | E |
| Experience of collating data and producing reports | E |
| Experience of being an advocate (paid/unpaid role) and negotiating with providers to achieve the best outcomes for people | D |
| Knowledge of health and social care policy | E |
| Strong motivational skills to support people to self-care | E |
| Ability to gain knowledge and understand local services | E |

| Experience | Essential / Desireable |
|--|---------------------------|
| Excellent communication skills, both verbal and written | E |
| Demonstrate compassion and empathy for people in a professional manner | E |
| Able to promote equality and diversity principles | E |
| Ability to travel across assigned ICN and wider borough | E |
| Full UK driving license | D |

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

Employee Assistance Programme: It is designed to help you with all of life's questions, issues and concerns. It 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:
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020 8315 1862