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| **AGE UK CAMDEN*****Striving to be an Equal Opportunities Employer*****JOB DESCRIPTION**

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| **TITLE OF POST:** | **Care Navigator**  | **GRADE** | **SO1****SCP23 – 25 £35,377.47 to £36,662.63 pa inc****London Weighting** |
| **HOURS OF WORK Per Week** | **35 hours per week** | **ELIGIBLE** **FOR JOB SHARE:** | **Yes** |
| **Pension** | **Contributory pension scheme; employee 6% and employer 6%** | **Annual leave** | **27 days a year (plus bank holidays) rising to 32 days** **after five years’ service.** |
| **RESPONSIBLE TO:** | **Care Navigation and Social Prescribing Service Manager** |
| **RESPONSIBLE FOR:** |  |

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| **PURPOSE OF THE JOB** |

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| Working within an integrated model of care in supporting Camden residents 18+with presenting complex needs who require a joined-up approach to access services* Holistic care planning and co-ordination of input
* Information/advice about a range of services to promote health and wellbeing and maintain independence within communities
* Support with relevant benefits, housing and social care needs
* Reducing demand on statutory services to combat unnecessary hospital admissions, residential care placements and GP referrals
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| **MAIN DUTIES & RESPONSIBILITIES** |

1. **Enabling access to local services**
* To discuss with the person their needs, set goals and to direct them to appropriate services within the Borough. Resourcing direct support and help within the wider services
* To identify unpaid carers and enable access to local support services
* To supply basic information on what benefits the person may be eligible for and to refer on for more in-depth advice where required
* To provide the person, and their carer where appropriate, with a plan on what is recommended and how to access it. This is copied to the GP and any other professionals involved in the patient’s care
* The Care 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 Care Navigator will also play a role in informing GPs about the holistic range of services available in the community and how they can access them directly
1. **Co-ordination and integration**
* Where patients have complex needs and are at risk of falling through the gaps between services, Care Navigators will facilitate holistic care planning and co-ordination of input from different professionals, supporting the Case Manager to ensure the best outcomes
* Care Navigators will liaise with a range of multi-disciplinary professionals who are involved in a patients’ care, ensuring a smooth and coordinated approach, especially where multiple agencies are involved
* To attend and feedback at locality and practice based multidisciplinary team meetings
* To work with members of the Integrated Primary Care Teams to support a joined-up approach to provision
* Support the ‘Putting Patients First’ agenda around care planning and case management to support patients in their management of care and avoid unnecessary hospital admissions
* Care Navigators should be able to identify when there is a need for urgent action or for a step-up in care and alert the relevant professional(s)
1. **Marketing and development**
* Responsible for the marketing and promotion of the Care Navigation Team’s work within Camden with commissioners, statutory, voluntary sector and other partners
1. **Contract monitoring**
* Deliver outcomes and outputs with the team, to the specification of the service contract
* Demonstrate an understanding of the impact of the service on wider health, social and voluntary sector services
* Contribute towards the development of the service, attending meetings and doing presentations as requested
* Identify opportunities and gaps in services, feeding back information on this as well as service quality and accessibility to commissioners.
1. **Quality**
* To ensure records are maintained to meet quality standards and in accordance with the Data Protection Act (as amended 2000)
1. **Information Governance, electronic databases and record keeping**

* The Care Navigator may not, during or after the termination of their employment, disclose to anyone other than in the proper course of their employment or where required by law, any information of a confidential nature relating to Age UK Camden, NHS Camden Clinical Commissioning Group, or their business or their patients, clients and service users. Breach of this clause may lead to dismissal without notice. Guidance on standards expected can be found in the Age UK Camden staff code of conduct
* The Care Navigator will be expected to keep accurate and up-to-date records of their contact with clients, referrals and interventions, activities and outcomes on Charity Log database and on the GP database such as EMIS and CIDRA
* Care Navigators will gather record and collate information, including case studies, in a prescribed format in order to demonstrate the impact of the service
1. **Alternative office**
* The Care Navigator will be based in GP practices across Camden.
* The Care Navigator will be required to travel across all areas of Camden to conduct visits to clients in their own homes.
1. **Safeguarding**
* Complete Safeguarding training

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| **GENERAL REQUIREMENTS** |

* To work collaboratively with the other Care Navigators, and meeting regularly as a team
* To attend staff meetings and join working parties and project groups as appropriate
* Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health and safety of themselves and of other persons who may be affected by their acts or omissions
* Age UK Camden operates a No Smoking policy and all staff are required to comply
* The post holder is required to implement Age UK Camden’s Diversity and Inclusion Policy and ensure Equality and Diversity principles are incorporated into the planning, delivery and monitoring of services
* All staff are required to work within Age UK Camden’s policies, ensuring these are carried out in relation to the job, e.g., Confidentiality, Quality, and Dignity Code
* All staff may be asked to undertake other duties and responsibilities appropriate to the grade as determined by their Line Manager on an occasional basis
* This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur

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| **FUNCTIONAL LINKS** |

**Internal** Actively participate in practice level Multidisciplinary Team meetings**External** Service Users, Camden Council, Camden CCG and provider trust(s) staff, other funders, other local voluntary agencies, user groups, and other Age UK organisations.

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| **Job Description Agreed by:** |

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|  | **SIGNATURE** | **DATE** |
| **Chief Executive Officer** |  |  |
| **Line Manager** |  |  |
| **Post holder** |  |  |

**Date: May 2025** |  |
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