



## Age UK Islington

## Job Description

<b>Job Title:</b>	Locality Navigator
<b>Team:</b>	Navigation Service
<b>Contract Type:</b>	Fixed Term – Until March 2026 with a view to extending
<b>Fulltime Hours:</b>	5 days (37.5 hours) per week, Monday to Friday
<b>Salary:</b>	£33,438 per annum
<b>Benefits:</b>	Access to pension scheme and a generous annual leave entitlement
<b>Location:</b>	The post holder may be required to undertake duties at any location within the Borough of Islington, to meet service needs.
<b>Reports to:</b>	Team Leader - Navigation

### Key working Relationships:

- Voluntary, Community, Social Enterprise services and groups (VCSE)
- Service Users, clients or patients
- Primary Care Networks GP Clinical Leads
- Primary Care ARRS roles, including SPLWs, Care Coordinators, Health & Wellbeing Coaches, Pharmacists and others.
- Community matrons
- General Practitioners and practice nurses
- Islington Adult Social Care
- Mental Health Services, both statutory and voluntary
- District Nurses via the community matrons
- London Ambulance Service
- Carers and Carer Organisations
- Other clinical teams

### Background:

Integrated care is a way of better coordinating care for adults with one or more long term conditions. Integrated care in Islington is defined as collaborative working between key stakeholders, including GPs, health and Social care and VCSE organisations, to integrate and organise patient care more effectively.

Better coordinated care includes weekly engagement with each of the Integrated Network Coordination (INC) meetings, these include a wide range of professionals including GPs, hospital clinicians, social workers, community matrons, mental health and rehabilitation professionals, also to discuss patient care to ascertain who would benefit from a multi-agency approach and a co-ordinated care plan to support their personal goals. There are also a number of people that are not yet requiring this level of care and part of this role is to support people through social prescribing into supportive services that can delay or stop the requirement for such intensive care support and dependency on public sector services.

### Purpose of the post:

The Case Worker - Navigator role is key to integrating care for all adults who are 16 years of age and above. The post provides an interface between VCSE provider organisations and service users, health and social care multi-disciplinary teams (MDT) and other statutory bodies. The aims of the role are:

- To work with patients in a personalised and strengths based way in order to support them in identifying ways of achieving individual physical and or mental health improvement through the delivery of personal goals and connecting with appropriate health services and other VCSE providers to make best use of community resources to support the delivery of these goals.
- To provide enhanced social prescribing through current up to date knowledge of local services available; ensuring access and connections to these services in order to promote patients' independence through improved access to information and support linked to personal goals.

AS PART OF THE DRIVE TO IMPROVE CARE FOR SERVICE USERS THERE MAY BE A REQUIREMENT FOR THIS POST HOLDER TO WORK SOME FLEXIBLE HOURS.

### **Key skills:**

The post holder will be an excellent communicator and develop a wide knowledge of the services offered by VCSE providers, particularly within Islington and the North London area. The post holder will require strong organisational skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity.

### **Key Responsibilities and Tasks**

#### **1 Integrated Care Coordination**

- Active Signposting, Referral and connections of patients to the multitude of support services that are available through VCSE providers tailored to the person's specific needs.
- Work as part of Age UK Islington's busy Helpline receiving and triaging referrals via a drop-in, telephone, email etc. Ensuring the client is allocated to the most effective service for their need.
- Be the point of liaison for service users and carers principally with VCSE providers as well as useful commercial services.
- Coordinate with professionals involved in patients' care, including primary and secondary care services, Adult Social Care, London Ambulance Service and community services.
- Working with patients as a case worker to support them to deliver specific personal goals in tandem with the INC MDT team.
- Promote independence and empowerment through active signposting to self-care and self-management programmes
- Build strong relationships with VCSE providers and identify key links with the providers to facilitate smooth transition of patients, promoting patient independence and ensure care does not become fragmented or duplicated.
- Deal in a professional, helpful and sensitive manner with patients, staff and other agencies by telephone or face to face, taking messages, advising patients about appointment locations visits, referring other issues as appropriate and answering routine enquiries.
- Build and strengthen relationships with other Navigators (specialist and generalist) already in post within other organisations within Islington and other boroughs

#### **2 Information and Data Coordination**

- To be proficient in using Microsoft office packages and other identified IT systems and support other team members in their use.
- To record relevant patient documentation contemporaneously on identified IT systems as required.
- Maintain Electronic Case Record Management systems and to input patients' engagement with VCSE providers.
- Support the completion of patient referrals, record electronically and feedback to team members.
- Be responsible for updating the electronic service directory on a regular basis, sourcing referral criteria and ensuring these are accessible to all relevant parties.

### **3 Patient Support**

- Case Manage a quota of clients, proficiently working within key targets
- Offer appointments that meet the needs of clients, either via the office, community, GP practice or home visits.
- Ensure patients' requirements from specialist VCSE and other services is managed smoothly with no fragmentation in service delivery
- Ensure appropriate actions from MDT meetings are completed in a timely fashion
- Communicate with members of the MDT team as required if identifying patients as being in need of referral to wider community to support independence.
- Communicate effectively with service users and their families/carers, other staff both internal and external and members of the public.

### **4 General:**

- The post holder must at all times carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.
- The post holder must at all times respect patient confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of the General Data Protection Regulation (GDPR).
- The post holder will be expected to take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident incident or potentially hazardous environment.
- The post holder will ensure they accurately represent Age UK Islington and ensure the values of Age UK Islington are upheld at all times in carrying out their work
- The post holder will work as part of a team and provide cover for absent colleagues.
- The post holder may be required to undertake duties at any location within the Borough of Islington, in order to meet service needs.
- The post holder must work in general accordance with the organisation's policies and guidelines at all times.
- The post holder must adhere to the organisation's information governance policy at all times, in particular ensuring that there is no breach of confidentiality as a result of his/her actions.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to his/her grade, which are not listed above, at the direction of his/her manager. The job description may be amended from time to time after consultation with the post holder.

### **Equal Opportunities:**

The organisation operates an equal opportunities policy and expects staff to have a commitment to equal opportunities policies in relation to employment and service delivery.

### **Risk Management:**

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the organisation's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager or stated by the organisation to be mandatory.

**Safeguarding children and vulnerable adults:**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

**Smoking Policy:**

It is the organisation policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the organisation's buildings

**Performance Management**

Indicators of performance in the post will be drawn from service KPIs listed in the contract between Age UK Islington and the CCG. Example indicators include:

1. Numbers of patients benefiting from services
2. Service response times achieved
3. Number of users reporting improved outcomes
4. User perception of quality/usefulness/responsiveness of service
5. MDT and wider practitioner perception of quality/usefulness/responsiveness of service

**Person Spec: Locality Navigator: Integrated Care (Locality Based)****Age UK Islington**

<b>Person Specification</b>				
<b>Factors</b>	<b>Description</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
Experience/ Qualifications	Health or Social Care qualifications or equivalent experience	✓		App
	Application of outcomes-based approaches to care and support	✓		App/Int
	Working with at-risk individuals in a case working capacity	✓		App/Int
Skills	Carrying out Care Planning and Coordination processes.	✓		App/Int
	Using IT based case management systems	✓		App/Int
	Effective and confident written and verbal communication to wide range of patient and practitioner audiences	✓		App/Int/Pres
	Identifying and resolving patient issues sensitively within service and professional boundaries	✓		App/Int
	Able to build supportive and trusted working relationships	✓		App/Int/Pres
	Able to prioritise and manage own workload	✓		App/Int
	Working with people on a one to one basis in a coaching role		✓	App/Int
	Working as part of a multidisciplinary team	✓		App/Int/Pres
	Personalised working using motivational interviewing techniques		✓	App/Int
Knowledge	Relevant voluntary and community sector services knowledge	✓		App/Int/Pres
	Patient confidentiality, privacy and dignity best practice requirements	✓		App/Int
	Core health and social care processes and integrated working approaches		✓	App/Int
Aptitude	Commitment to delivering a high quality and safe service	✓		App/Int
	Able to communicate with clients and professionals at all levels	✓		App/Int/Pres
	Able to assess risk when lone working		✓	App/Int/Pres
	Able to manage own work load and prioritise competing pressures	✓		App/Int/Pres
	Willingness to undergo further training or development	✓		App/Int

App = Application

Int = Interview

Pres = Presentation