



Post:	SAIL Care Navigator – GP Programme
Salary:	£23,345
Responsible to:	SAIL Navigation Project Manager
Purpose of job:	To deliver a SAIL Navigation service to older people in Southwark
Based:	GP practices in Southwark

AUKLS enjoys an open and participative working environment. We work to our core values of being **supportive, professional** and **person centred**. These are reflected in the way we work with older people, with each other and with our partners. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

AUKLS strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

This job description does not provide an exhaustive list of tasks and activities as all posts within the organisation are subject to evolution as the organisation develops and grows.

Background

SAIL Care Navigators currently take referrals from the SAIL checklist, visit people at home and use person centred thinking tools to support older people to create and implement support plans to address isolation and malnutrition and any other goals the person wants to achieve. The SAIL Care Navigator acts as the link between the older person and other services, involving family members, volunteers and partners where relevant to support the implementation of the plan. A key part of the role is making sure that people are safe and independent at home, know what social groups are available and are able to access them.

Key Results Area

Partnership working

- Build and maintain effective relationships with host GP practices, working collaboratively and flexibly to meet the aims of the programme
- Maintain links with Age UK Lewisham and Southwark SAIL team and Navigators within the office to share learning and good practice
- Support the training of GP reception and pharmacy staff
- Attend CMDT meetings on a regular basis

Supporting Older People

- To create and implement person centred support plans with older people to improve their physical and mental health and wellbeing
- To ensure access to Holistic Assessments and Care Management where appropriate
- To ensure that the ethos of enablement of older people is central to all work undertaken
- To provide information in a way that is accessible to the individual being supported
- To work with health and social care professionals when appropriate to coordinate support
- Ensure the work of the project evolves to reflect learning as directed by the Service Manager and GP Federation
- Work creatively and imaginatively to realise the objectives of AUKL&S

Volunteer Management

- To be responsible for the recruitment and induction of volunteers
- To support and coach the team of SAIL Champions (volunteers) to deliver aspects of the project

Reporting

- To work effectively with the Service Manager and SAIL Care Navigation team to collect and collate data for monitoring and evaluation
- To support project reporting by providing timely information
- To work with colleagues to draw information together to create and maintain a resource library of activities, services and interest groups available for older people living in Lewisham and Southwark
- Feeding back to referrers to support the SAIL project and help to maintain and build relationships

Other

- To be administratively self supporting
- Attend events and forums to represent the SAIL team and AUKLS

ORGANISATIONAL RESPONSIBILITIES

- Meet legislative and regulatory requirements.
- To establish and maintain effective and efficient administrative systems, including use of database systems.
- Carry out administrative duties in connection with the post
- Provide statistical information in relation to monitoring requirements
- Contribute to the overall achievement of AUKLS mission and objectives
- Provide a supportive working environment to all staff and volunteers
- Actively support AUKLS in carrying out its aim to be an environmentally responsible organisation in carrying out day to day duties
- Ensure the values of AUKLS are upheld across the organisation
- Attend staff and team meetings as requested
- To participate in networking activity with local organisations

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills at a pace that is suitable to them. All staff and volunteers must promote this environment as part of their roles and responsibilities.

PERSON SPECIFICATION

The successful applicant must be able to demonstrate empathy for the older people we support and be committed to the promotion of a supportive working environment.

All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and, therefore, flexibility is a key attribute required of all employees.

It is essential that the post holder possess the following **personal qualities**:

- Commitment to person centred working
- Drive, energy and enthusiasm
- Self motivated and able to motivate others
- Excellent interpersonal skills
- Excellent team working skills
- Commitment to achieving the core aims of the organisation
- Flexibility to respond to learning and adapt the role as the pilot evolves
- Able to work as part of a highly diverse staff and volunteer work force

It is essential that the post holder has the **following experience and knowledge**:

- Experience of support planning with vulnerable adults
- Experience of delivering projects within the voluntary sector
- Experience of working with professionals within health and social care
- Working knowledge of personalisation and person centred work
- Knowledge of issues facing older people living in London
- Knowledge of good volunteer practice

It is essential that the post holder has the **following skills and abilities**

- Excellent verbal and written communication skills
- Ability to use person centred planning tools
- Ability to manage volunteers
- Ability to maintain knowledge of best practice
- Ability to develop and maintain accurate administrative records
- Ability to develop and maintain monitoring systems

Other

Able to travel within LB Southwark

The successful applicant will be required to have an enhanced DBS Check