

<b>YOUR TIER</b>	<b>NAVIGATOR</b>	<b>PRIMARY FOCUS</b>	<b>CARE</b>
<b>AREA OF WORK</b>	Dementia and Carers	<b>YOUR LEADER</b>	Head of Care Service
<b>SALARY (PER HOUR)</b>		£13.45 per hour	
<b>FUNDING AND LENGTH OF CONTRACT</b>		EI&P Commission	
<b>CONTRACTED HOURS PER WEEK</b>		14 hours	
<b>LOCATION</b> <i>NB – You may be required to work from other locations as part of the service delivered for Age UK Wirral under the EI&amp;P contract</i>		Meadowcroft Community Hub, Bromborough	

### CARE NAVIGATORS

This contract requires staff to work flexibly and adaptably across all Health and Social Care settings. This will include MCST and Socially Isolated and frail services. Care Navigators provide support for vulnerable people in our care settings, ensuring their needs are met and each individual is valued, respected and included in all activities.

### IMPACT OF YOUR ROLE ON LOCAL OLDER PEOPLE

Vulnerable people will feel safe, respected, heard and supported whilst they are in our care settings.

### THE VALUES YOU WILL SHARE WITH ALL OF US



**Friendly** – we treat people with respect and courtesy



**Professional** – we are experienced and skilled in what we do



**Locally focussed** – our priority is the people of Wirral in their local communities



**Changing lives** – we make a difference through what we do and how we do it



**Person-centred** – we provide support tailored to each individual

Bringing



Everyone's



Strengths



Together



## YOUR ROLE

- Provide person-centred care and support to ensure everyone is included and treated as an individual and has their needs met through the delivery of a high-quality service.
- Be the first point of contact for individual who need help and support whilst in our care settings
- Document all interactions correctly so that we maintain clear and up to date records.
- Keep up to date with the way services are delivered across the organisation so that you can provide useful information to individuals
- Promote the positive mental and physical health of individuals by tailoring services to achieve positive wellbeing.
- Actively encourage individuals to achieve their goals, provide emotional support to them by actively listening to the way they feel and promote a positive solution-based approach.
- Support individuals who have difficulty mobilising to transfer and move around.
- Be flexible to support in other care navigator roles across the organisation to meet service demands
- Complete up to date mandatory training as per care standards and CQC regulations (if working in a regulatory department)
- Provide support with daily tasks for our older people, including support with personal care needs as required by care plans
- Embody the principles of the Mental Capacity Act 2005 within the service

## QUALIFICATIONS NEEDED FOR ROLE

All Care navigators will have (or will be expected to work towards obtaining) NVQ level 2 or higher in Health and Social Care. Internal mandatory training will be provided online using Click Training and must pass routine updates for First Aid and Moving & Handling.

## BEING PART OF THE ORGANISATION

**As colleagues, we all agree that we will work together by:**

- Living the values of the organisation at all times.
- Recognising that change is essential to our growth and development.
- Looking for solutions and having a 'can do' attitude.
- Seeing ourselves as part of the bigger picture and playing our role in that wider team.
- Making sure that everything we do enriches the lives of local people.
- Looking after our own wellbeing and that of those around us.
- Cascading the culture of the organisation constantly.
- Always acting in the best interests of the organisation and local people.
- Ensuring safeguarding is always at the forefront of our minds.
- Being comfortable in raising issues and concerns and working together to find solutions.
- Recognising, celebrating and support the contribution that our volunteers make.
- Understanding the strategic direction of the organisation and playing our full part in that journey.
- Treating each other with respect.
- Contributing to ongoing development of the organisation.
- Always seeking to achieve the best impact through scarce resources.
- Adhering to the policies and procedures of the organisation at all times.
- Taking part in ongoing learning and development.
- Recognising that fundraising is a collective responsibility.
- Undertaking additional appropriate duties when requested and appropriate to grade and role.

## OUR GOLDEN THREADS

**We are united through our Golden Threads which means that we all:**

- Work together to make the best possible impact for local people.
- Work in a person-centred way, focussed on maximising people's strengths and assets.
- Keep focussed on local people across Wirral.
- Treat people as we would expect to be treated.
- Have a 'can do' attitude with a genuine desire to change people's lives for the better.
- Embed quality conversations with people, identifying people's goals and supporting them to achieve them, at the heart of what we do.
- Have high levels of personal integrity – we are open, honest and transparent.
- Embrace a learning culture where we improve from our mistakes.
- Embrace team working.
- Commit to working with people to empower them.
- Have good ICT skills to enable us work at our best.

**This job description is intended as a summary of the main elements of your job described and may be amended from time to time, in consultation with you. It does not form part of your formal Terms and Conditions of Employment.**

**Date last updated**

**June 2027**