

Role Profile: Community Navigator (Mental Health)

Job Purpose

This role is an opportunity to work for Mind BLMK as part of the Milton Keynes NHS mental health service. Working alongside colleagues from Central Northwest London Foundation Trust (CNWL) this role will provide referral management to and from secondary services. This will include signposting patients to statutory services including talking therapies and wider community based & voluntary sector support. The role will work with the CNWL team to deliver on the aims and objectives of the Mental health service, whilst representing the Voluntary and Community sector within the NHS.

Post no:	593
Closedown:	5pm on 2 May 2024 (<i>we reserve the right to close this advert early if enough suitable applicants apply</i>)
How to apply:	Download Mind BLMK's Employment Application form from the website (www.mind-blmk.org.uk) and submit your completed application to recruitment@mind-blmk.org.uk
Start date:	ASAP
Job title:	Community Navigator (Mental Health)
Working Base:	Eaglestone Health Centre, Milton Keynes
Reports to:	Project Development Manager
Job purpose:	To work for Mind BLMK as part of the Milton Keynes NHS mental health service. Working alongside colleagues from Central Northwest London Foundation Trust (CNWL) this role will provide management of referrals to and from voluntary, primary and secondary services.
Contract type:	Permanent
Salary:	£24,667.47 per annum
Contracted hours:	37 hours per week
Working days:	Monday to Friday
Working hours:	09.00-17.00 (7.4 hours per day)
Flexibility required:	Occasional evenings and/or weekends to attend events/meetings
Checks needed:	Enhanced DBS and 2 satisfactory references

Job Description

Service Delivery

- Work within the NHS Mental Health SPA team to review and process referrals received from GP Practices and other sources, including those to be subsequently triaged and assessed by mental health practitioners.
- Actively call patients with a view to assisting them through the process and making their onward appointments into community or secondary care service providers.
- Support the hub to signpost patients and direct them to appropriate services including secondary care, the local Voluntary and Community sector services and activities that support the patients' wider determinates of their mental health and wellbeing.
- Answer calls, to the team, including those routed from NHS 111 Mental Health Option, ensure sufficient phone cover, respond to messages/voicemails, provide administrative support to the Mental Health SPA for all services and deal with queries in a sensitive and timely way liaising with clinical or team lead as is appropriate.
- Monitor service inboxes during core office hours, responding to any queries professionally providing helpful information.
- Monitor and action tasks within SystemOne and maintain records of all activities carried out, i.e. outbound calls, calls received, archiving any received correspondence.
- Build good working relationships with the voluntary and community sector, relevant services and activities to ensure signposting pathways are kept up to date as well navigating and developing the setup of new signposting pathways through networking.
- Provide clinical and non-clinical information in appropriate chronological templates to other services.
- Carry out health and safety responsibilities as directed by Managers in line with Mind BLMK's & CNWL's H&S policies, procedures, and guidance (risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises).
- To bring VCSE experience, knowledge and culture into an NHS team.

PR

- Ensure awareness of the Mental Health SPA throughout Mind BLMK to ensure awareness of the service and correct criteria for use.

General

- Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures.

- Establish and maintain effective working relationships with the Mind BLMK team and relevant key post holders.
- Attend and contribute to meetings relevant to the role (weekly meetings ,own supervision, appraisal, AGM and external as required).
- Attend the weekly SPA meeting and provide feedback and information on service quality and accessibility to help identify opportunities and gaps.
- Record and collate referral and booking information in a prescribed format in order to demonstrate the impact of the service.
- Produce reports as and when required by the Team Leader.
- Work collaboratively with colleagues supporting each other and meeting regularly as a team
- Commit to and complete training and qualifications identified for the role in line with organisational need, Workforce Development and Training policies and procedures.

Person Specification	Essential/ Desirable
Experience	
A minimum of 1 years' employment working in health, social care or information and advice, in direct contact with service users, ideally within a Mental Health setting.	E
Working with challenging or vulnerable patients who present with multiple or complex needs or risk history.	E
Assessing clients' needs and potential risks.	E
Working within a small service within a wider organisation, including delivering a service specification and targets.	E
Experience of person-centred planning.	D
Using a dedicated database/system for recording of and reporting service data.	D
Skills, abilities and knowledge	
Evidence of good interpersonal skills to build rapport with people from a wide range of backgrounds.	E
Establish and maintain constructive working relationships with a wide range of people.	E
IT (MS Outlook, Word and Excel and internet).	E
Good literacy and numeracy skills.	E
Good communication, motivational and negotiation skills.	E
Understanding the wider health and wellbeing needs of people, including those from culturally diverse communities.	E
Multi-tasking utilising phone systems, IT & having excellent attention to detail	E
Knowledge of Mental Health care services and pathways	D
Knowledge of local community activities and services	D

Qualifications and training	
Level 3 Social Care or equivalent qualification.	D

Entitlements/benefits:

Annual Leave	25 days
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Health Plan	Optional
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)