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JOB ADVERT

**Navigator – Connecting Communities**

# Job Title: Navigator (Connecting Communities)

**Grade:** NJC SCP 5 – 10, currently £25,214 - £27, 259 per annum, Inclusive Inner London Weighting

**Hours:** Full Time 37.5 hours per week

**Accountable to:** Services Manager – Mental Health Support Services

**Supervised by:** Advice and Engagement Coordinator – (Mental Health Services)

**Location:** Open House, Tower Hamlets

**Contract Term:** Until August 2024 (Extension pending funding award)

**Closing Date:** 9am Monday 23rd October 2023

**Interviews:** TBC

**Job description**

Mind in Tower Hamlets, Newham and Redbridge have been commissioned to deliver the Information and Co Production service which is an element of the larger Mental Health and Wellbeing Service. This is an integrated service which will work under a Governance structure with Hestia: Mental Health Floating Support Service; Working Well Trust: Work Hub and ELFT: Recovery College.

Our service model will ensure that people can access the “right support at the right time” and will be the first point of contact for people living with mental health in Tower Hamlets. Our service:

* Connects people to the right service or support
* Actively listens to what people want to do to make positive changes to improve their wellbeing
* Offers practical support to access the right services at the right time based on the options available to each individual
* Motivate and empower people to make changes and keep them going

We are looking to recruit an experienced, creative, and passionate person to join our Recovery and Wellbeing “Connecting Communities” team and contribute towards the project objectives.

**Purpose of the role**

Our Navigators is the first point of contact into the Recovery and wellbeing pathway in the London Borough of Tower Hamlets. Our Navigators signpost people to services within the borough that are tailored to their goals, needs and aspirations. Service users may be provided with information and advice or be signposted internally and/or externally. Follow up calls are made to service users to ensure signposted services have been accessed. The Navigators also support people who may need support in small steps towards connecting with resources and opportunities available.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

**Role Specific**

* Offering advice, information, and signposting
* Providing appropriate interventions to ensure individuals are appropriately supported to access the right service and support at the right time.
* Supporting people in line with the CHIME framework for personal recovery.
* Supporting people to identify their own personal goals based on their aspirations
* Undertaking follow up and progress review sessions
* increase the uptake and access into the groups for new referrals and to carry out rapid assessments
* Ensure that information is accurately recorded and up to date on the client management systems
* Liaise with local community organisations and groups to identify opportunities for service user involvement and access
* Assist in the planning of our programme of events, activities

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and

Values, Equality, Diversity and Inclusive principles and all organisational policies.

* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.
* Be administratively self-servicing

**You must have:**

* Minimum Level 3 in Health and Social Care or equivalent
* 12 months experience of using social care skills working face to face with the public
* 6 months experience of providing mental health/wellbeing services in primary care
* Demonstrable and substantial experience of working in mental health services
* Ability to offer various pathway options and promote client autonomy
* Ability to work flexibly to meet the demands of the service
* An understanding of Mental illness and the impact on individuals, carer’s and their families
* Knowledge of social care including risk assessment.
* Excellent written and verbal skills
* Excellent interpersonal skill, with the ability to influence, negotiate and inspire
* Ability to motivate people to engage in self-help activities.
* Ability to work on own initiative, ability to organise own workload and set priorities
* Excellent IT skills, including Microsoft Office and Database entry

**Desirable:**

* Experience of proactively utilising the wider Tower Hamlets offer and a good knowledge of both statutory and Non statutory services, promoting concepts of Social Inclusion , early intervention and recovery.
* Experience of managing and setting up events, activities, and training.
* Knowledge of the NICE guidelines namely their Stepped Care Model
* Ability to speak a second language (Bengali, Somali, Polish etc.)

The benefits of working for the organisation include 28 days annual leave + Public Holidays, Development and Growth opportunities, Company Pension Scheme and an Employee Assistance Programme.

Post is subject to an enhanced Disclosure Barring Service check and Right to Work Checks.

As an anti-racist, anti-discriminatory and inclusive organisation, we strongly welcome applications from all sectors of the community.

To apply please send your CV together with a cover letter stating why you wish to apply and how you meet the role requirements and email to recruitment@mindthnr.org.uk