

Job Profile

Care Navigator

Grade 7

Updated: January 2020

Reviewed: May 2022

About the Job

Care Navigators work alongside practitioners, Social Workers, managers and other professionals within our Acute and community Hospitals, Locality offices and specialist learning disabilities team. Care Navigators often support adults, their families and carers who may be outside of adult social care eligibility and/or those that only require advice and guidance (Care Act 2014). This involves working in partnership with other services and agencies in Gloucestershire, in order to connect people to community resources or other agencies to meet identified needs.

This is what we need you to do...

- Listen and connect to the people of Gloucestershire, to support them to connect to community resources and promoting digital inclusion
- Prioritise supporting people in crisis to regain control of their lives, working together to achieve effective plans to reduce risk and ensure people are more stable
- Work in line with the Mental Capacity Act (MCA) to ensure people are supported in their decision making in relation to their needs.
- To identify when a safeguarding alert may need to be raised, ensuring the timely escalation of suspected abuse and self neglect promptly
- To develop and maintain an in – depth knowledge of local resources, working collaboratively with teams and services both within and outside of Gloucestershire County Council.
- To attend and utilise supervision and appraisal to identify opportunities for development, new ways of working and reflection on practice; taking ownership of and responsibility for delivering against team and individual performance targets.
- To contribute to the development of the service by communicating new ideas, through means such as briefings, completion of council surveys, and team meetings.
- Be an active participant of your team, maintaining your own continuing professional development, to ensure you can deliver the best quality practice to the people of Gloucestershire.

Special Conditions

- This position is subject to an enhanced Disclosure and Barring Check, and you will be asked to apply for a Disclosure Certificate if you are offered the position.
- The nature of this post requires flexibility to meet urgent work needs as they arise. This will inevitably entail work outside of normal working hours and locations across the county, including both Acute hospitals, community hospitals and Assessment Units.
- The post holder must hold a clear and valid driving licence or have the ability to travel around the County.

The ideal candidate will have...

Experience of...

- Working in a health and social care environment.
- Working with people, their families and carers who may be going through challenging experiences or difficult situations.
- Utilising professional judgement to undertake assessments in a health and social care setting.
- Producing professional reports that are accurate and accessible to people in a range of circumstances.
- Working within timescales, to organise own workload when dealing with competing priorities and fluctuating workloads.

Knowledge, Skills and Understanding...

- An ability to recognise the high level of confidentiality required in relation to people, their carers and families, and the ability to help to manage sufficient security of such information.
- A basic understanding of the frameworks underpinning adult social care, for example the Care Act, and the Mental Capacity Act.
- Demonstrated interpersonal skills, including the ability to manage difficult and challenging conversations with a range of stakeholders, staff and the public and seek an appropriate course of action in line with frameworks and GCC policies and procedures.
- Knowledge relating to recognising signs of abuse in relation to Safeguarding.
- Knowledge of the roles and responsibilities of agencies providing services to adults, their carers and families.
- Ability to use computerised case recording systems, with good keyboard skills and the ability to use various IT packages.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

Behavioural attributes...

- Actively asks for and considers other people's views and opinions
- Is available and approachable and takes time to consult and communicate
- Able to work well as part of a team and on own initiative
- Listens to others and communicates with sensitivity and understanding
- Acknowledges, respects and responds to individual differences and diversity requirements
- Stays calm under pressure
- Accepts and responds to constructive feedback
- Identifies and takes up opportunities for self development
- Acts with integrity, honesty and impartiality
- Contributes to the development of the service
- Ability to operate in a climate of change and to embrace new ways of thinking and working
- Highly organised with a solution focused, logical and innovative approach to challenges.

Education & Qualifications

Essential

- Educated to GCSE Level English 9-4 (or equivalent)
- Level 3 Qualification in Health and Social Care, or equivalent Health and Social Care experience (as outlined in the job description 'Experience of...' section)