

Job Profile

Enablement and Care Navigation Coordinator Grade: 7

Countywide – community-based, including hospitals, Drop-Ins, and locality offices.

Date created: July 2025

(JEID 10043)

About the Job

To work directly with adults across Gloucestershire, supporting them to maintain or regain independence, improve wellbeing, and access appropriate services. The role combines enablement and care navigation functions, focusing on early intervention, crisis support, and community connection. The postholder will work collaboratively with individuals, families, carers, and professionals to deliver person-centred, strengths-based support.

This is what we need you to do...

- Listen and connect to the people of Gloucestershire, to encourage independence and promote learning of new skills, offering support to access activities, employment guidance and other relevant training.
 - Prioritise support for individuals in crisis, working collaboratively to develop effective plans that reduce risk and promote stability.
 - Connect people to appropriate community resources, services, and networks to meet identified needs and reduce isolation.
 - Promote digital inclusion and support the use of assistive technology (e.g. telecare and relevant apps) to enhance independence and wellbeing.
 - Work in partnership with other services and agencies across Gloucestershire, including health, social care, housing, and voluntary sector partners.
 - Provide support through our six community Drop-In/s, assisting with correspondence, housing, benefits, finances, and general wellbeing.
 - Identify when a safeguarding alert may need to be raised, ensuring timely escalation of suspected abuse or self-neglect.
 - Maintain an in-depth knowledge of local services and resources and work collaboratively with internal and external teams.
 - Contribute to service development by sharing ideas, participating in team meetings, and supporting innovation and improvement.
 - Participate in supervision, appraisal, and ongoing professional development to ensure high-quality practice.
- ### 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.

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.

The ideal candidate will have...

Experience

- Experience of working with adults in a health, social care, or community setting
- Experience of supporting people in crisis or with complex needs
- Experience of working collaboratively with other professionals and services
- Experience of working in a health and social care environment, offering practical or physical support.
- Experience supporting individuals, families, and carers through challenging circumstances.
- Experience using professional judgement to assess needs and provide appropriate support.
- Experience managing a varied workload and meeting deadlines under pressure.

Behavioural attributes

- Aligns with [Gloucestershire Employee Values](#) and behaviours
- 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.

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity or adoption), gender identity, gender expression, sexual orientation, marital status, disability or caring responsibilities.

As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that 'protected characteristics' are under represented in a profession or service, the Council may take 'positive action' to encourage applications for jobs to address this.

Knowledge, Skills and Understanding

- Strong interpersonal and communication skills
- Knowledge of community resources and support services
- Understanding of the principles of enablement, prevention, and early intervention
- Ability to work independently and manage a varied caseload
- Competence in using digital systems and promoting digital inclusion
- Understanding of the Care Act 2014 and Mental Capacity Act.
- Knowledge of safeguarding principles and procedures.
- Familiarity with community resources and local support networks.
- Strong interpersonal and communication skills, including managing sensitive conversations.
- Competence in using digital systems and case recording tools.

Education & Qualifications Essential

- NVQ Level 3 in Health and Social Care, Community Work, or equivalent qualification or experience essential
- Evidence of continued professional development

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