

Job Description

Job Title: Health & Wellbeing Navigator

Hours: 28 hours

Report: Head of Prevention Services

Contract: Permanent

Main Location: Homeworking/Outreach sites /Age UK Enfield offices

Purpose of the Role:

Health & Wellbeing Navigators work with people over 50 who reside within the London Borough of Enfield. They work collaboratively with health and social care services to support people with long term health conditions, diagnosis of dementia, at risk of falls, social isolation and older people who have a clinical diagnosis of moderate frailty and their family carers to enable them to navigate and access support and live a good life.

This is a varied role that includes;

- Managing a caseload of people accessing the service.
- Liaising with services and attending case conferences.
- Be a participatory member of the GP multidisciplinary team (MDT)
- Undertaking assessments which include, assessing social isolation, assessment of risk of falls (FRAT tool), loneliness measures, and nutrition, well-being and benefit checks.
- Undertaking guided conversations to help people create their own support plans with identifiable goals
- Support people newly diagnosed with dementia to understand their condition and access information, support and advice from their identified needs
- To support people at risk of falls through a Falls Prevention programme that includes regular Tai Chi exercise classes
- Facilitating group sessions (in person or online) on a variety of topics
- Signposting and referring individuals to access to services from multiple organisations including assistive technology

Elements of the role

1. Engaging with Referring Professionals
2. Engaging with People
3. Engaging with local voluntary, community, public sectors
4. Knowledge of the 'local offer' and follow-through support that extends beyond signposting

Main duties and key tasks:

Engaging with referring professionals

- Establish and maintain relationships with referring professionals and all agencies including Enfield Memory Service, Falls Prevention Service, Frailty lead and all community health partners

- Working with the MDT team members and other local statutory, voluntary and independent organisations, to ensure referrals are made appropriately. Respond accordingly, maximising the availability of local resources.
- To carry out joint care planning, liaising with GP, relatives, carers and other involved agencies as agreed with the individual to ensure an integrated and personalised approach to care and support
- To understand and work with a range of specialist clinical and support teams in Enfield who can provide assistance to an individual and their carer or family. Specially EMS, St Michaels, North Middlesex Hospital.
- Attending specialist clinics as required to meet newly diagnosed people, and create referrals to services
- Representing and promoting AUKE services at health and social meetings and sessions as required

Engaging with people

- To develop trusting relationships with older people who have been referred to the service, which may include visiting a person at home (when safe to do so) on multiple occasions, to enable the older person to express their needs and wishes freely.
- To have a thorough understanding of the needs of older people living within the community with a variety of health, social and economic needs and work with them to find the most favourable outcomes, which may include undertaking Benefits Checks and helping to complete forms.
- To undertake guided conversations and capture identifiable goals for the person to aim towards achieving and help them to manage their own expectations.
- To work with a person's strengths and abilities to promote independence
- Work with people to identify social isolation or loneliness by carrying out assessment and connecting to others within the community
- To monitor people to identify any deterioration in health (signs of susceptibility) and well being and to highlight any patterns or triggers.
- To identify and act upon any potential Safeguarding concerns or safety concerns by following AUKE Incident Reporting and Safeguarding procedures.

Engaging with the local voluntary, community and public sectors

- To liaise with other community services to ensure appropriate links are made
- To explore and build social networks for people and carers to develop a range of activities which may include carer support, falls prevention exercise programmes, peer support, befriending, exercise, activity, and cognitive stimulation opportunities, also creativity, enabling people to pursue new and old hobbies
- Facilitating and presenting talks at a variety of community venues, to promote Health & Wellbeing services, and AUKE services

- To actively and regularly map local community assets to contribute to borough wide directory of services.

Other qualities of Health & Wellbeing Navigator

- Self-motivated and possess good organisational skills
- To manage a caseload of complex clients
- Ability to prioritise demands and workload
- Work well in a team
- Effective communication skills, and confident with public speaking.
- To work to short deadlines and provide information to management at their request
- To maintain detailed case notes, monitoring reports and provides data to support the smooth running of the services
- To work within all policies and procedures of Age UK Enfield, ensuring that information remains confidential and to adhere to the Data Protection Act 2018.
- Working with volunteers and possible supervision of volunteers that support aspects of the navigation role, co facilitating sessions and groups, assisting with administrative tasks. E.g. Memory Club volunteers.
- Knowledge and experience of using ICT(Word, Excel, Power Point, and electronic databases)
- To work some evenings, weekends on request
- Ability to travel around the borough in a timely manner as the role requires frequent travel to home visits and various meetings
- This post will involve lone working and visiting people in their own homes including some exposure to dealing with difficult and emotional circumstances/situations.
- To work flexibly and undertake other duties as deemed reasonable within the aims of the organisation. The above items outline the main duties and responsibilities of the post, this is non inclusive list of all the duties required and the post holder may be asked to undertake other reasonable duties commensurate with the post.