Wellbeing Navigator

## Job details

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| Job title: | Wellbeing Navigator |
| Department: | NHS Mental Health Service |
| Location: | Bristol, North Somerset, and South Gloucestershire |
| Reporting to: (job title only) | Wellbeing Navigator Team Lead |
| Direct reports: (job title only) | N/A |
| Job purpose: | * The Wellbeing Navigator role serves as a link between the core Improving Access to Psychological Therapies (IAPT) and Health & Wellbeing Pathway to ensure that our service users achieve the best possible service experience leading to good outcomes mentally and physically.
* The Wellbeing Navigation service supports service users to access external organisations or charities in the local community to address a practical problem they may be experiencing. For example, housing issues, debt, or social isolation. This is a new service which is currently being evaluated by the University of Bristol to measure the impact on patients and other areas of our IAPT service.
* To work with service users to ensure their care pathway meets their needs, utilising services provided by Vita Health Group and local community organisations to achieve improvement with any practical issues they are facing.
* The role also develops health and wellbeing relationships within communities between clinical and other support services.
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| Role and Responsibilities: | * To contribute to the development of new health and wellbeing services provided by Vita Health Group
* Working individually over the telephone with service users to achieve goals to help them access local support from external agencies
* Empower service users to work through their goals, using structured interventions and motivational communication methods.
* Review service user progression and adjust goals in conjunction with the service user as required
* Engage and work with local organisations and Vita Health Group Teams to ensure that services required by service users are in place and effective
* Undertake review and follow up telephone calls with service users to ensure they are appropriately supported
* Facilitate links with specialist services as required
* Work in close partnership with the Partnership Liaison Officers to ensure that local organisation relationships are developed and maintained
* Work closely with Step 2 and 3 clinical services, as well as Health & Wellbeing Practitioners to support service users who require holistic support outside of what is possible within the IAPT model
* Assist in promotion and engagement events for the public / service users / service leads to attend, to educate and inform on the work of the navigation team
* Maintain service users’ notes records of activities in line with published standards and in line with information governance policy

**Equality Diversity & Inclusion (EDI)**We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.* Be aware of the impact of your behaviour on others
* Ensure that others are treated with fairness, dignity and respect
* Maintain and develop your knowledge about what EDI is and why it is important
* Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice
* Be prepared to speak up for others if you witness bias, discrimination or prejudice
* Any other reasonable request as required
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| Clinical Governance:(where applicable) | NA |
| Training and supervision: | Weekly case management supervisionMinimum of 2 full days in-house or external training provided each year on areas such as: risk and safeguarding screening, basic behavioural activation, and common mental health presentation. |
| Additional information: | The role involves a 50/50 split of home working and working at one of our central Bristol offices each week. The role requires working at least 1 evening per week.  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Experience** | * Working directly with service users in a supportive role
* Working with people experiencing mental wellbeing difficulties
* Working within time limited treatment models
* Experience in signposting service users to external agencies or charities
 | * Experience working within a mental health setting
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| **Skills/knowledge** | * Ability to undertake review of needs
* Creation and review of SMART goals in collaboration with service users
* Good knowledge of local statutory and voluntary services in BNSSG
 | * Basic motivational interviewing or counselling skills
* Understanding and awareness of psychological therapies within IAPT
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| **Personal competencies and qualities** | * An awareness of and commitment to supporting and facilitating diversity and inclusion
* Friendly and approachable with excellent written and verbal communication skills
* Good IT skills, including Microsoft Office
* Adept in time management and working under pressure
* Willingness to undertake evening work when required
* Willingness to travel to our Bristol offices 50% of the week
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
| V1.3 | 12/12/2021 | Updated to reflect changes in the service and job role |
| V1.4 | 03/02/2021 | Updated to include office/home hours and evening requirement, and update on training.  |