

# Job Description and Person Specification



<b>Job Title:</b>	Community Care Navigator
<b>Area:</b>	Kent
<b>Employed by:</b>	Imago
<b>Responsible to:</b>	Team Leader
<b>Working Hours:</b>	Full or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed

**Background:** Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

**Purpose of Role:** To provide a service for both carers and older people/ adults with multiple and complex needs to improve their health and wellbeing outcomes, reducing the demand on health services, preventing carer breakdown and making more appropriate use of social care and local community services. To provide person-centred support that enables individuals to have greater choice and control and achieve their personal outcomes.

## Responsibilities and duties

- Receive referrals from health professionals and wider multidisciplinary teams across local GP Hubs
- Carry out guided conversations with individuals with complex needs and carers to complete holistic assessments, including statutory carers assessments, and work together to design action plans with the aim of improving health and wellbeing
- Broker carer support packages to meet identified needs

- Signpost and facilitate access to support services including financial and benefit advice, housing, health and safety home systems, and leisure and social activities
- Develop effective relationships with clients, carers, families, and professionals; advocate for individuals as required
- Work with an understanding of cultural differences and how this may impact the support Unpaid Carers receive and access
- Attend Multi-Disciplinary Team meetings and work alongside statutory agencies; initiate appropriate referrals
- Organise and deliver online and face-to-face adult carers activities
- Maintain detailed records using outcome tools and recording on our bespoke database
- Undertake relevant internal and external training working towards Navigation Competency Framework standards
- Undertake training to carry out Community Adaptation Assessments and Assistive Technology Assessments
- Carry out home visits and face-to-face meetings; work with an understanding of issues relating to lone working and safeguarding; and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

## **Essential skills and experience**

- Relevant personal or professional experience of working with vulnerable adults and carers in social care, health, education or voluntary and community sector
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication skills
- A practical understanding of physical, emotional and attitudinal barriers facing vulnerable adults with multiple needs and carers
- Confident working within professional boundaries

- Ability to stay calm in challenging and emotional situations and have a measured response
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education
- Valid UK driving licence and access to own vehicle

### **Desirable experience**

- NVQ level 3 in Health and Social Care or Information and Guidance
- Knowledge of policy and legislation relating to vulnerable adults and carers

To apply, please send your CV with a covering letter to:  
[jobs@imago.community](mailto:jobs@imago.community)

Post is subject to references and a satisfactory enhanced  
Disclosure and Barring Service check