

Job Description and Person Specification



Job Title:	Hospital Care Navigator
Area:	City of London
Employed by:	Imago
Responsible to:	Service Manager
Working Hours:	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 support patients throughout the transition from hospital to home, guiding them through various pathways and key stages. To achieve effective outcomes by working within discharge models aligned to the City of London approach and the four NHS discharge pathways.

Hospital Care Navigators help patients navigate patient discharge by acting as a single point of contact, identifying needs and barriers to returning home, coordinating and advising on outpatient appointments and services, and providing information, advice and support.

Responsibilities and duties

- Work closely with hospital and community teams to encourage early consideration of discharge planning, promote the service and develop relationships to facilitate communication
- Respond quickly to referrals; collate relevant information about the patient, their circumstances, and discharge information
- Meet with patients and family, friends, or carers to evaluate ongoing medical, social, psychological, and practical needs, support systems,

and financial resources; and the patient's ability to understand their personal health and wellbeing goals and preferences

- Ensure communication with patients and their families is culturally sensitive, accessible and inclusive, providing language and additional support where required
- Identify and engage with those involved with the patients' care, checking they all have access to the same information; follow appropriate procedures; attend relevant meetings, including discharge, MDT, IDT, frailty and reablement meetings
- Ensure patients have clear, concise, and timely information regarding their discharge plan, including which services will be available post-discharge; provide information, advice and guidance and complete referrals to services and professionals as required; ensure care packages are in place where required
- Support the identification and resolution of any barriers to timely discharge
- Respond appropriately to safeguarding concerns, ensuring that the City of London and Imago's reporting protocols are followed
- Follow up with patients via an appropriate method and seek to mobilise appropriate, additional support that will help prevent or avoid hospital readmission
- Ensure the patient is visited upon discharge and a safe plan is in place regarding returning home including, medication from hospital pharmacy, someone at home to greet them, food, heating, and condition of home is safe to return to. Liaise with ASC, and other home providers to coordinate home support
- Maintain detailed records using outcome tools and recording on relevant databases
- Take responsibility for personal development, and participate in training sessions as required; stay abreast of safeguarding, data protection, diversity, confidentiality and health and safety issues; 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 in a social care, health, 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; able to motivate and empower others; solution orientated with the ability to solve problems
- Awareness of cultural differences and accessibility of support
- Ability to forge effective relationships at all levels and across boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Good level of education; proficient in using Word, Excel and websites; and experience of using a database
- Able to travel to and throughout delivery area; this will include public transport

Desirable experience

- Experience of working in a hospital setting
- NVQ level 3 in Health and Social Care or Information and Guidance
- Valid UK driving licence and access to own vehicle

To apply, please send your CV with a covering letter to:

jobs@imago.community

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