

Job Description and Person Specification



Job Title:	Navigation Centre Coordinator
Area:	Tunbridge Wells (then Lamberhurst)
Employed by:	Imago
Responsible to:	Team Leader
Working Hours:	Full time 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 deliver a service with the aim of improving the health and wellbeing outcomes of patients with mental health conditions. Supporting the aims of early identification and intervention, increasing resilience, maintaining and increasing independence, and reducing the demand on health services.

Responsibilities and duties

- Be the first point of call for communications, providing an excellent level of customer service
- Respond professionally to enquiries by phone and email, providing emotional support to callers where necessary
- Provide information, advice and guidance to clients, families and professionals
- Process incoming referrals and other forms; triage cases; confirm details and complete consent to access service where required
- Prioritise and allocate tasks to delivery team leaders and support coordinators
- Follow processes; maintain excellent records using a bespoke database; provide information and data for monitoring purposes
- Facilitate regular evaluation of services

- Carry out research to ensure we are offering a well-informed, high quality service
- Provide support to wider Imago teams as required
- Undertake relevant internal and external training
- Work with an understanding of issues relating to safeguarding, confidentiality and data protection; 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

- Confident to communicate with clients, families and social care professionals by phone and email; professional tone
- Excellent customer services skills
- Proficient in using Microsoft Office suite, websites and experience of using a database
- Ability to follow processes; excellent data entry skills; good speed and accuracy; excellent written communication
- Ability to prioritise and swap between tasks while remaining focussed
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Experience of general admin tasks, including scanning, photocopying, post management
- Good level of education, including English and Maths

Desirable experience

- Experience of working in a social care setting
- NVQ Level 3 in Administration or Customer Service

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