**JOB DESCRIPTION**

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| **Job title** | In-reach Navigator – Manchester  |
| **Sector/function** | Mental Health |
| **Department** | Operations |
| **Reports to** | Practice Lead |
| **Grade** |  |
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| **Job purpose** | The Greater Manchester Move-on Project (GMMoP) is a unique and innovative new service, commissioned as an initial 1-year pilot to enhance the lives of people with complex needs living in Manchester. As a Navigator, you will have the opportunity to be part of a fast-paced, highly skilled multi-agency team which provides timebound interventions to a range of supported accommodation providers, enabling them to work more effectively with citizens with complex needs who may be at risk of placement breakdown or to support them in the next stage of their recovery journey to move on to more independent living environments. Navigators will play a crucial role in the GMMoP service, offering a key point of contact for people on their caseload and providing a ‘lynchpin’ function which co-ordinates input from a range of agencies to deliver outcomes for the citizen and service.   |
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| **Key accountabilities** | Placement sustainment | * Carrying a caseload of citizens referred to the service whose placement may be at risk of breakdown
* Working with citizens on a caseload to find out from them about what they want from their life and service, using person centred planning tools
* Delivering and role modelling a range of interventions and strategies as directed by multi-agency professionals
* Carrying out shifts in provider services to lead practice in line with the multi-agency support plan
* Providing a consistent point of contact for the client, ensuring their views are captured, listened to and respected
* Attending client-specific training delivered by the service’s multi-agency team
* Carrying out citizen-led reviews
* Observing staff practice and facilitating group sessions with the provider / team
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| Move-on | * Carrying a caseload of citizens who are ready to move-on
* Supporting goal setting in relation to move-on
* Managing expectations around the available options whilst advocating for people to have access to accommodation which meets their needs and recovery outcomes
* Working on the development of daily living skills as directed by the Occupational Therapist
* Supporting people with all the practical elements associated with finding new accommodation, including attending viewings and appointments, applying for the correct priority banding, participating in the bidding process
* Supporting citizens to optimise their income, including receipt of the correct benefits to support move-on and to engage with any debt / arrears management support as directed by the Housing and Welfare Manager
* Developing resettlement plans with citizens and facilitating access to 1:1 sessions with in-house psychologist to establish ongoing coping mechanisms and self-care strategies, making recommendations for any follow-up / maintenance support
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| Multi-agency working  | * Participation in training around citizen support plans as delivered by the GMMoP’s multi-agency team
* Participation in internal and external MDT meetings, including weekly caseload reviews
* Making recommendations for ongoing in-put or ‘float off’ in partnership with the multi-agency team
* Ongoing liaison with clinical / specialist professionals to enable problem solving and progress, requesting their input where needed
* Participating in monthly clinical supervisions
* Participation in external multi-agency panels
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| Monitoring and evaluation  | * Contributing to the development of citizen-specific outcome measures
* Using outcomes monitoring tools such as the recovery star to monitor progress
* Development and submission of weekly progress reports to the MDT
* Facilitating review sessions with the provider / team
* Ongoing review of person-specific data, including incident reports
* Carrying out client-led reviews
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|  | Citizen Involvement | * Carrying out an insight session at the start of the placement sustainment programme to find out what is and isn’t working
* Facilitating sessions with in-house Peer Programme Evaluator when the intervention has concluded
* Participation in sessions with the Peer Programme Evaluator to discuss their findings to influence personal and service-level development
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| **Dimensions** | Direct reports | None  |
| Total staff overseen | None  |
| Internal contacts |  |
| External contacts |  |
| Planning outlook |  |
| Problems solved |  |
| Financial authority |  |

**PERSON SPECIFICATION**

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| **Job title** | In-reach Navigator |

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| **Personal effectiveness** | Essential | Desirable |
|  | * An excellent communicator with the ability to engage, motivate and inspire a diverse range of people, including colleagues and people supported
* Confident and resilient, with the ability to work with and lead teams with varying levels of engagement with the GMMoP service
* Able to work under and follow the direction of clinicians
* Ability to lead teams, role model good practice and respectfully challenge practice that requires change / improvement
* Able to build relationships with people support and ensure that their wants, wishes and bests interests are at the forefront of all decision-making
* Observant, detail orientated and able to monitor progress and outcomes and develop relevant reports
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| **Technical effectiveness** | Essential | Desirable |
|  | * Fluent written and spoken English
* Good written and oral communication skills
* Basic numeracy and literacy skills
* Experience of managing your own time
* Awareness of the limits of your own skills and ability to work within them
* Good IT skills
* Able to respect confidentiality even in difficult situations
* Able to identify and communicate risks
* Ability to work under pressure and meet deadlines
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| **Acquired experience & qualifications** | Essential | Desirable |
|  | * Customer care/service
* Relevant experience in health and social care/or interest in the sector
* Qualification to GCSE/O level or equivalent
* Ability to use Microsoft office applications to an intermediate standard
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| **Other requirements** | Essential | Desirable |
|  | * A flexible approach to work and the ability to travel to sites across Greater Manchester when needed
* Able to maintain professional boundaries
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