



Community Navigators

Ashton's Health and Wellbeing Department, in partnership with Start360 and Belfast Health & Social Care Trust, is inviting applications from competent, experienced and appropriately qualified individuals to become Community Navigators on a sessional basis.

Interested individuals should have access to a computer/laptop with up-to-date MS Office software and a mobile phone. You will also be responsible for your own Tax and National Insurance contributions.

Responsibility for the initial risk assessment that will inform the decision to divert or assess again, will be generated from within the Trust.

The identification of individuals for diversion away from the Emergency Department (ED) will be a joint decision by ED and the mental health nurse embedded within ED. Trust legal responsibility for patients begins at the point of triage and decisions regarding discharge must come from the Trust.

Role description

Community Navigators will support people in situational emotional crises, including one-to-one support, observation, support planning and liaison with local services.

Community Navigator 4 Step Concept:

1. Work alongside a multi-disciplinary team to identify individuals presenting in situational and emotional crises.
2. Invite individuals to engage, building safety and trust.
3. Safety Planning
4. Navigation towards meaningful support within the community.

We see this role to have a range of priorities:

- To work with individuals on a one-to-one basis, using a range of platforms, including face-to-face and telephone
- To provide person-centred support
- Ability to carry out observations for those awaiting admission
- To act as a liaison with other organisations
- To work within a multi-disciplinary, integrative partnership
- To ensure that all appropriate procedures and processes are followed at all times.
- To reflect the values and ethos of the Partnership (Ashton, Start360 & BHSCCT)
- Attend meetings & specified training as required
- Liaise with On-call support should an emergency arise that an onsite resolution can't be facilitated

- Attend scheduled reflective practice group sessions for self-care
- Ensure all processes (including safety planning and relevant administration responsibilities) are completed accurately, within specified timeframes
- To be able to work autonomously

Applicants must include a completed Declaration of Employment Status form.

Applications should be forwarded **by email** with “Community Navigator” in the subject line to: irene@ashtoncentre.com.

Ashton’s Bridge of Hope operates in line with the General Data Protection Regulations 2018. This means we will treat the information you provide to us with strict confidentiality. At times we may need to share some of your information with other staff, funders and other stakeholders.

PERSON SPECIFICATION – COMMUNITY NAVIGATORS

Responsibility for the initial risk assessment that will inform the decision to divert or assess further again will be generated from within the Trust.

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Main Duties and Tasks

When the multi-disciplinary team of practitioners triage and agree to hand over to the Community Navigators, you will have particular responsibility for meeting the immediate and ongoing general and emotional support needs of people who have presented in situational emotional crisis. The support offered will be holistic, person-centred and aimed at successfully transitioning individuals to community-based services for further support.

Identifying individuals

- Working in conjunction with a multi-disciplinary team of practitioners, promote the service that fit the support criteria.

Providing support

- Build trusting with individuals whilst keeping within professional boundaries
- Key-work a caseload, design and implement person-centred and holistic needs/risk assessments and support plans
- Provide varied support to reflect the needs of individuals presenting in situational emotional crisis
- Provide trauma-informed and strength-based support, which enables individuals to address underlying psychological and emotional issues and helps them to develop resilience and other 'tools' needed to successfully maintain wellbeing
- Support individuals to access programmes that improve their awareness of healthier choices around risky activities, confidence building, self-esteem and personal development/resilience
- Support individuals to refer, access and sustain engagement with other services to address their needs such as counselling, life coaching, complementary therapies, benefits, housing etc.
- Have a working knowledge of community-based services across Belfast agencies to provide transitional support
- Identify barriers preventing individuals from accessing support services and advocate on their behalf
- Ability to carry out observations for those awaiting admission

Monitoring the service

- Maintain accurate records, including handovers, contact notes, case files and databases etc.
- Co-operate with the monitoring framework to enable external evaluation of the service.

General

- Promote a climate of understanding of the causes and consequences of situational emotional crisis.
- Keep abreast of relevant developments in the community, including training and other opportunities specific to the role.
- Effectively manage time and meet deadlines while having the flexibility to meet the demands of the service and its' users.
- Ensure all vulnerable adults and children at risk are safeguarded appropriately.
- Actively participate in training and reflective practice.
- Attend meetings as required.
- Support and promote Service User Involvement, Diversity and Equality of Opportunity within the workplace.
- Maintain safe systems of work and a safe environment.
- Adhere to all Ashton Community Trust's policies and procedures.
- Undertake any other duties relevant to the role or business needs.

Person Specification		
Criteria	Essential	Desirable
Previous experience	<ul style="list-style-type: none">• 1-year experience supporting individuals with complex and multiple needs	
Skills/Ability	<ul style="list-style-type: none">• Ability to develop person-centred needs/risk assessments and support plans and manage a caseload• Ability to work on own initiative and work in partnership with other agencies• Knowledge of referral pathways to local/community-based programmes• Ability to self-manage, work in a team and have excellent organisational skills.• Ability to manage people with challenging behaviour and poor levels of engagement• Excellent written/verbal communication and interpersonal skills• Ability to adhere to policies/procedures• Be competent in the use of IT applications• Ability to work in a busy environment, be solution and target-focused, show good time management skills and make decisions under pressure	

Education / Knowledge	<ul style="list-style-type: none"> • Thorough understanding of the causes and consequences of situational emotional crisis • Understanding of the impact of trauma and how to work in a trauma-informed and strength-based way • Working knowledge of alcohol/substance misuse/mental health issues and harm reduction principles • Thorough understanding of the wider needs and support services relevant to people in crisis • Knowledge of monitoring and evaluation systems and the ability to keep files and accurate notes 	<ul style="list-style-type: none"> • Mental Health First Aid • ASIST • Trauma Training • Drug & Alcohol Awareness
Personal Attributes	<ul style="list-style-type: none"> • Highly motivated, resourceful and passionate about reducing the numbers of people experiencing situational emotional crisis • Highly effective and committed to personal and professional development • Friendly and approachable • Non-judgemental with the ability to empathise • Resilient and self-caring 	
Other	<ul style="list-style-type: none"> • Any offer of a Community Navigator Role will be subject to a satisfactory Enhanced Access NI check through Ashton Community Trust at the applicant's expense (£33). • 2 references who can evidence your ability for this role) • The post holder will be required to wear identifiable clothing (uniform) whilst working • You will be required to work one long shift per month (8.30pm- 7.30am Fri/Sat) 	