

Kirklees Council

DIRECTORATE: ADULTS AND HEALTH
SERVICE AREA: ADULT SOCIAL CARE OPERATION
SECTION: EARLY INTERVENTION

JOB TITLE: CARE NAVIGATOR
GRADE: 6 – 7
(Progression to Grade 7 is via assessment)

CONTEXT

These multi functional roles have been created as a result of a government initiative for Adult Social Care called “Putting People First” which promotes new ways of working at a local level. We want communities and carers to play a central role in making sure that people in the community have more control over their lives, have more choices, help and information to meet their needs and have the chance to do things that others take for granted and ultimately maintaining their independence.

These roles will be integral to delivering adult social care effectively across the seven localities of Kirklees. You will be part of a new team within Social Care & Wellbeing. The Service is responsible for helping people access services and support that meet the social care needs of the local population.

Prevention is about stopping a problem arising in the first place. Intervention is aimed at halting the development of a problem which may already be evident. This approach seeks to ensure that people are not forced into using health and social care earlier than they need to; and that they are enabled to live an active life as a citizen for as long as possible.

Prevention and early intervention services can range from universal services such as culture, leisure and adult education to more specific services such as telecare, and re-ablement.

You will be linked with teams that are part of the Social Care and Wellbeing Service, although most of your time will be spent working on your own initiative in the community. You will receive regular supervision from your line manager and have the support of other Care Navigators where you will share learning and experiences. Find out more about [working for Kirklees](#).

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ABOUT THE JOB

You will be working with people in the community over the age of 18 with social care needs; this could be people with a physical disability, learning disability, mental health issue, someone who is socially isolated or a carer. You will receive referrals from the Single Point of Access, Care Management, and Intake as part of the Self Directed Support Pathway and will work with individuals to provide solutions such as sign posting, advice, sourcing, brokering and arranging support to meet their specific needs through a variety of methods, funding and activities. You will work with all customers who have non critical needs and promote supported self assessment at the Early Intervention and Prevention stage. To achieve this you may utilise services available locally such as luncheon clubs, volunteers, mobile libraries, voluntary agencies, charities and traditional social care services so you will need to build up knowledge of the range of services available. For some people who may lack initial confidence or motivation, you may have to provide more intensive support in the first instance. In addition you will also undertake Carers Assessments for those who choose to have a separate assessment from the cared for person and need support with completing a Carer Led Assessment.

Another exciting aspect of the work will require you to be involved in an outreach programme, to promote and market all aspects of Care Navigation. This may involve proactive prevention work with people to ensure that they are aware of what support is available within the community before they need to rely on traditional services provided by the Local Authority. You will work with individuals in the community and provide them with information and support them during key stages that they have identified in their lives. The term prevention can mean many different things to different people. It is therefore important to use an holistic approach to working with people with the objective of addressing their needs before they trigger a crisis or rapid deterioration.

You will need to have an excellent knowledge of local facilities to be able to advise individuals and support them in accessing services. This could be by supporting them with employing relevant support and sourcing suitable service provision. You will link with Community Workers, other Local Authority departments as well as colleagues from both the voluntary sector and Health to share knowledge and expertise and provide a more tailor made service through a joined up approach to meeting individual's needs.

Kirklees has a partnership initiative with The Exchange; this is a new not-for-profit social enterprise being developed with local people and organisations. It is being created with people across Kirklees to support community initiatives and to help people who use care services and their carers to have more options, choice and control, your input around gathering information about gaps in the market will be critical in providing local intelligence to stimulate the market accordingly.

Each Care Navigator will be given a specific locality to work in but will be expected to cover other areas during busy periods. As well as having a good all round knowledge of social care and health services you will develop knowledge in at least one specialist area of work as described in the 'Specialisms' section of this job description. You will be expected to build up a wealth of knowledge relating to your

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specific locality and specialism to ensure that you can assist colleagues to give the best possible service to the people of Kirklees.

You will work to the Service standards and provide a professional, friendly and courteous service. You will need to keep accurate electronic records of the work you do as well as work within our systems to schedule and prioritise your workload.

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please read our [safeguarding policy](#).

KEY RESULT AREAS/OUTCOMES

- 1 That adults:
 - a. Have improved health and emotional wellbeing
 - b. Have improved quality of life
 - c. Can make a positive contribution
 - d. Have increased choice and control
 - e. Have freedom from discrimination.
 - f. Have economic wellbeing
 - g. Maintain personal dignity and respect.
- 2 By working in the community have a positive impact on people's independence, health and wellbeing.
- 3 A more preventative and enabling approach to service delivery is promoted.
- 4 Services are sourced that meet the outcomes of the service user's support plan.
- 5 Personal budgets are optimised to source the best value for money support packages available.
- 6 Services available in the community are promoted to Kirklees citizens.
- 7 Support is provided to carers to enable them to maintain their caring role and their life choices.
- 8 Personal budgets are promoted and service users supported to manage their use.

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SPECIALISMS / KEY AREAS

Mental Health
Carers Support and Services
Personal Assistant Employment
Training and Events
Brokering
Day opportunities
Benefits & Grants
Housing
Physical Disabilities
Learning Disabilities
Alcohol & Drugs Misuse
Armed Forces
Supported Volunteering & Volunteers
Assistive Technology

LOCALITIES

Kirklees Wide
North Kirklees
South Kirklees
Dewsbury and Mirfield
Huddersfield North
Huddersfield South
Denby Dale and Kirkburton
The Valleys
Spennings
Batley, Birstall and Birkenhead

RESPONSIBLE TO: DEPUTY TEAM MANAGER

RESPONSIBLE FOR: N/A

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PERSON CHECKLIST

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation. This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

Experience of working in a caring environment in a paid or unpaid capacity with a relevant service group.
Ability to demonstrate literacy, numeracy and computer skills to write assessments and correspondence, complete financial statements and keep accurate records.
IT skills to be able to maintain accurate electronic records.
An understanding of the differing physical and emotional needs pertaining to the specific user group.
Ability to prioritise and meet deadlines.
Understanding of services provided by community and voluntary groups.
Understanding of other agencies and their contribution to service delivery.
Willingness to continue further personal training and development and to agree a personal development plan.
You must be willing and able to travel as required in order to meet the demands of the service.
Willingness to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

JD Reference No	EI009
JD Amended/Prepared By	EC/EMTM/LY
Graded	11.05.12
Job ID	62220 /62230
JD Amended On	04/11/15
Refers to Estab(s)	

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