



Job:	Community Navigator
Location:	Diversity House
Organisational Level	Experienced Professional and Community Growth Specialist
Salary:	£11.00 per hour, (17 hours per week)
Contract:	7 months fixed term

Who are we?

We promote community integration, re-integration, social inclusion and cohesion within the Swale and Kent communities. We believe that individuals, regardless of their race, ethnicity, age, gender, disability, religion and beliefs, sexuality, sexual orientation, social class, and other social factors, should be treated with dignity, respect, and adequate opportunities to access services within the community. For over fourteen years, we provide support for individuals and groups, particularly those with a marginalised or disadvantaged background in Swale and Kent to access equitable community services.

What we do is exciting, creative, innovative and it about to get even better. Our work is both community and school-based, providing one-to-one support, information, advice, and guidance on how to access community services, capacity building and others.

What we need?

You are the person who can help individuals and groups access the right support at the right time. Our Navigators understand their communities and the wide range of services available within them. They are passionate about getting it right, able communicators and focused on using their experience to connect people with the help they need in their own communities.

Working daily with service users from all backgrounds, educators, businesses, social and health professionals, volunteers and service providers, Navigators are focused on making sure a person's journey to better development and wellbeing is as easy as possible. Brokering existing service and helping to develop new local provision, liaising with service providers from different sectors, checking in on progress and making sure we can evidence the outcomes of the service are all important facets of the job – a job that makes a real difference in the lives of people.

This role is perfect for individuals with experience of working within a community development setting using an assertive community outreach approach. A practical understanding of the factors that impedes an individual's progression into work, education, health and social wellbeing with the ability to champion and embrace change would be useful. The successful

candidate will have a solution focussed approach, be highly organised and be able to deliver to agreed service specifications and outcomes.

Are you right for the job?

- Do you have experience within the charity and human sector?
- Do you have the ability to turn around the lives of people through engagement and inclusion?
- Do you have a strong track record of achieving positive outcomes?
- Do you motivate people, work well in a team, and stay focused under pressure?
- Do you feel passionate about reducing the impact of stigma on people 's lives and opportunities?

Person Specification

Job Title: Community Navigator

(E = Essential D = Desirable)

Competencies:

- Embraces change and drives continuous improvement (E)
- People centred in a commercial framework, takes accountability for results (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
- Collaborates and unites with others behind the organisations mission (E)
- Provides a best-in-class service to all service users internal and external (E)

Technical competency (qualifications and training)

- Minimum of 5 GCSEs (A to C) or equivalent qualifications (E)
- Relevant additional training in teaching or health and social care field including safeguarding, motivational interviewing, needs assessment, goal setting and action planning, and mental health awareness (D)
- Health or social care recognised qualification. (D)

Experience, Knowledge and Skills

- Experience of facilitating and supporting clients with complex and/or multiple barriers to success in employment, further education and other relevant life and social skills. (E)
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (E)
- Experience of brokerage and procurement of services for individuals. (D)
- Experience of supporting volunteers. (D)
- Understanding of the 5 Ways to Wellbeing and its practical application (E)
- Understanding of equality, diversity, and inclusion. (E)
- Ability to facilitate, engage, motivate, and support service users. (E)
- A motivational, flexible, and problem-solving approach. (E)
- Positive attitude to community connectivity and a strength and assets-based focus to engaging with individuals. (E)
- Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. (E)
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel across Swale district. (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a DBS enhanced disclosure with the additional barring checklist for vulnerable adults. (E)

Main Duties and Responsibilities:

1. Work with individuals to assess their needs, developing, implementing, and reviewing their agreed set goals and action plan, including 1-2-1 and group sessions.
2. To assess the needs of individuals identifying outcomes and determining the type of support required to overcome barriers and achieve outcomes.
3. To undertake, review and amend risk assessments in relation to activities, service users, and the environment.
4. Signpost to existing community assets within the delivery and wider network, which will support the individual in their achievement of social and wellbeing goals including employment, acquisition of skills, health behaviour; sports and leisure; arts and culture, statutory agencies and monitor positive engagement.
5. Supervise and guide the volunteers in order to provide service users with additional support to access community provision, thereby creating a 'circle of support'.
6. Be fully responsible for all tasks related to journey including maintaining effective and efficient administrative procedures producing appropriate records and reports.
7. To encourage service user feedback and user involvement as directed.
8. To develop and maintain an in-depth knowledge of the local provision, programme provision of relevant agencies and opportunities pertaining to wellbeing.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.