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## **Job Description: Shoreditch Trust Practice Lead - Community Navigation**

Reports to: Health & Wellbeing Programme Manager

Salary: £29,000 per annum

Contract: 12 months fixed term

Probation: Three months

Hours: 35 hours per week

Based at: Shoreditch Trust office, 12 Orsman Road, N1 5QJ, but may be required to attend at other Shoreditch Trust or remote locations.

Holiday: 30 days + bank holidays + 4 personal development days

Shoreditch Trust is working to create a future free from inequality. Our people-focused and peer-support approach enables us to model our services around the needs of those we support, facilitating individual and community leadership and development and encouraging people to achieve their goals.

Shoreditch Trust has over 20 years' experience and specialist expertise in designing and implementing community-based health and wellbeing programmes.

We support communities in Hackney and neighbouring boroughs to improve their health and wellbeing, develop social networks, and build skills and opportunities for meaningful employment.

Our focus is on working with people who experience health, economic and social inequality, including women in pregnancy and early parenthood, young people not in education or work who are at risk, stroke survivors, socially isolated older people and those experiencing long term health and social issues.

### Purpose of this post

Community navigation is an umbrella term used to describe services that provide support to residents to find the most appropriate help when they need it, facilitating person-centred initial conversations followed by 1-2-1, non-medical person-centred support focussed on a "What matters to you" conversation.

Shoreditch Trust hosts a Community Navigation Front Door in partnership with a number of VCS organisations and in collaboration with statutory agencies.

Additionally, all Shoreditch Trust themes and frontline roles include a strong focus on supporting people to navigate the services and opportunities in the borough.

The Community Navigation Practice Lead is an integral part of maintaining rigour in the methodology and practice of Shoreditch Trust. The role provides leadership, coordination and delivery and ensures all staff are trained and supported to provide effective community navigation, and that our organisational approach to Community Navigation continues to evolve in line with best practice.

## Job Description

The work plan will be focused on five main areas:

1. Lead on the development and delivery of Community Navigation
2. Develop and maintain systems, policies, procedures and guidance
3. Coordination and delivery including holding a client case load
4. Community engagement
5. Monitoring, evaluation and reporting

### **1 Lead on the development and delivery of Community Navigation**

- Establish and oversee high standards of delivery and ensure that standards are met or exceeded across activities;
- Engage in regular professional development to ensure the Trust's approaches to Community Navigation align with best practice;
- Promote understanding of the principles, practice and value of Community Navigation amongst ST staff, clients and partners;
- Develop and maintain partnerships to support the delivery of high-quality Community Navigation;
- Represent ST at strategic planning meetings and events with residents, senior policy makers, funders, commissioners and other local partners.

### **2. Develop and maintain policies, procedures and guidance**

- Ensure that Community Navigation has a strong profile within Shoreditch Trust;
- Develop and update internal written guidance for staff to improve uptake and best practice in Community Navigation;
- Support the senior leadership team to update company policy documents related to Community Navigation;
- Provide support to all ST staff to ensure consistent and effective delivery of Community Navigation across the organisation;
- Coordinate and facilitate regular staff training and refreshers in Community Navigation approach and practice.

### **3. Coordination and Delivery including holding a client caseload**

- Coordinate and oversee Community Navigation activities across ST;
- Oversee technical, risk and logistical support to ensure smooth delivery;
- Lead by example, delivering against personal KPIs and to a high standard;
- Assess new referrals through the Community Navigation Front Door, with a person-centred approach to explore what matters to the individual and creating a plan that may include signposting and referring on, or engaging with internal programmes;
- Work in partnership with internal and external colleagues to connect clients to community-based activities which support them to improve their health and wellbeing;
- Manage and prioritise a caseload, in accordance with the health and wellbeing needs of the target population;

- Take an approach that is non-judgemental, based on strong communication and negotiation skills, while considering the whole person when addressing existing issues;
- Provide personalised support to individuals, their families, and carers to support them to be active participants; empowering them to manage their own health and wellbeing and live independently;
- Manage and prioritise a referrals list; adding new referrals from the inbox; replying to referrers and answering calls to the referral line;
- Support clients to establish and attain goals that are important to them where short term follow up support is needed.
- Develop clear pathways from training and induction into volunteer roles that support delivery of Community Navigation.

#### **4. Community engagement**

- Identify opportunities for community engagement and outreach; provide brief interventions to residents at events;
- Find creative ways to encourage local residents to think about and engage in services and activities that support their health and wellbeing;
- Identify and support pathways into the Trust's Community Champions volunteer and peer support programmes;
- Represent Shoreditch Trust and its programmes in a consistent and informed way;
- Work in partnership with health, social care, and community and voluntary sector providers to holistically support patients' wider health and well-being, and contribute to the reduction of health inequalities;
- Support internal and external colleagues to develop their knowledge and confidence to connect people to community resources.

#### **5. Monitoring, evaluation and reporting**

- Work closely with the Organisational Development Manager to maintain and improve monitoring and evaluation systems;
- Monitor and evaluate delivery against contract KPIs, including compiling data and producing case studies, to feed into board and funder reports, to be signed off by managers;
- Report succinctly against key KPIs in weekly staff meetings;
- Assist with partnership meetings by providing technical input;
- Assist with providing data and narrative for funding applications and tenders.

#### **Job Requirements**

- In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities.

## Person Specifications

### Educational achievements, Qualifications, Training and Knowledge

#### Essential

- Level 3 Health Coach, Health Trainer, Health Improvement or equivalent relevant qualification.

#### Desirable

- GCSE English and Maths or equivalent qualification, Grade C or above.

### Experience

#### Essential

- A minimum of 2 years' experience working in a public-facing, culturally diverse community setting;
- Providing support on a one-to-one basis;
- Coaching and motivating individuals to achieve their health and wellbeing goals;
- Supporting people to improve their health and wellbeing in a structured, measurable way;
- Supporting people, their family and carers in a related role;
- Using data management systems.

#### Desirable

- Working in a multidisciplinary team;
- Working with people who have experienced or are experiencing challenges with mental or physical health;
- Working with people at risk of social isolation or who are socially isolated;
- Providing support in group settings.

### Job related aptitude and skills

#### Essential

- Able to communicate effectively and sensitively with a wide range of people and to consider different cultures, religions and personal approaches with regards to health and lifestyle;
- Good problem-solving skills and ability to use initiative;
- Good influencing and negotiating skills with the ability to positively engage others and secure commitment and time;
- Able to motivate people to confront habits and behaviours that may have negative consequences and to keep them engaged and driven;
- A good understanding of the wider determinants of health and wellbeing and ability to support people to find advice, guidance and advocacy;

- Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity;
- Commitment to reducing health inequalities and proactively working to reach people from diverse communities;
- Ability to identify risk and assess/manage risk when working with individuals;
- Able to work from an asset-based approach, building on existing community and personal assets;
- Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines;
- Able to communicate effectively with people who are troubled or in distress;
- Able to demonstrate discretion when discussing and handling personal information;
- Good understanding of personal safety;
- A high proficiency of IT literacy including a good working knowledge of Microsoft Office software;
- Able to manage time effectively and independently;
- A strong interest in and commitment to the aims and values of Shoreditch Trust;
- Ability to attend work regularly and on time.

#### Desirable

- Able to speak at least one other language relevant to the local community;
- Good understanding of Motivational Interviewing or other behaviour change techniques.

#### Personal qualities

##### Essential

- Commitment to continuous personal development;
- Ability to work alone, as well as working co-operatively as a team member;
- Willingness to learn about new initiatives.

#### Corporate responsibilities

- Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration;
- Keep customer care as the major priority for service provision;
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust.

#### Shoreditch Trust Values

Our Values guide everything we do with clients, colleagues, partners & commissioners:

**Equality:** we believe that everyone has the right to lead healthy and fulfilling lives. We support people to recognise opportunities and overcome obstacles to realise their potential.

**Connection:** bringing people together is at the heart of what we do, forging strong and trusting relationships to enrich our work and the lives of our clients.

**Compassion:** we believe everyone should be treated with kindness and respect, and recognise that honest and challenging conversations can be as important as encouragement.

**Independence:** we promote independence, enabling people to make informed decisions and take ownership of their own development.

**Flexibility:** we strive to respond flexibly and intelligently to people's needs, understanding that there is no 'one-size-fits-all' when it comes to real lives.

## Anti Racism

At Shoreditch Trust we realise that systemic racism is an issue that affects us all; we recognise the many ways that racism undermines the health and opportunities of people who are affected; we respond in every way we can to repair the harms that racism causes; and we resist any policies or ways of behaving on our part that may be racist.

## Equal Opportunities

Shoreditch Trust is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Through its aims as a charity, Shoreditch Trust recognises that the communities we work with have endured long-term deprivation and under investment. It also recognises the incredible potential of those communities and individuals. We are committed to challenging and changing this situation and to contributing to the creation of a fair, equitable and accessible society.

Shoreditch Trust is committed to creating a diverse and inclusive organisation - a place where we all can be ourselves and reach our full potential at work. We offer a range of staff support programmes, including 4 development days, extensive training opportunities and wellbeing policy and initiatives. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

## Safeguarding statement

Shoreditch Trust works with children, vulnerable young people and adults at-risk in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. Our policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and adults at-risk safeguarding.

### Safer Recruitment

Shoreditch Trust places the utmost importance on the welfare and wellbeing of its clients. The selection process will assess the candidate's suitability for the role and explore any gaps or anomalies in the application process. Confirmation of the post is subject to a minimum of two satisfactory references; where eligible, a satisfactory outcome of the DBS check. This is in addition to the necessary information to attend an interview: Proof of identity and proof of the right to work in the UK.

*This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.*