



Your Community
Healthcare Providers

FCMS (NW) Ltd JOB DESCRIPTION



Post:	Homeless Health Hub Care Navigator
Pay:	£12.84 per Hour
Hours:	16 hours per week over 2-3 days Tuesday, Wednesday and Friday
Accountable to:	Head of Complex Lives
Reports to:	Deputy Head of Complex Lives
Base:	Multiple patient-facing locations across the Fylde Coast

Overview of Role:

The Homeless Health team is a nurse-led service for people who are homeless and disadvantaged within Blackpool, Fylde & Wyre, working as part of the FCMS Complex Lives Business Unit. The service provides clinics in Blackpool at 'The Bridge' (Salvation Army, Blackpool co-location with partner agencies and in a range of outreach locations.

We are looking for individuals who have a passion and enthusiasm to work with some of the most vulnerable and complex people within our community. The right candidates will be approachable and display excellent communication skills, compassion, tolerance, and a non-judgemental attitude. This is an exciting opportunity to work in new and innovative ways, positively impacting on the lives of people within the homeless community and people experiencing multiple disadvantages.

Our organisational culture is very important to us, and it is vital that the successful candidate lives and breathes complimentary values and behaviours.

Job Summary

With guidance from the nursing team, the post holder will assist in the navigation of the patients journey through primary and secondary care, working directly with the Hospital Link Worker based at the Trust, partner agencies in health, social care, housing, and the voluntary sector across the Fylde Coast. The Care Navigator will work with the nursing team to bring together all the information about a person's identified care and support needs, exploring options to record these within a single personalised care and support plan, reflecting the patient's priorities and navigating the best possible outcome for the patient, including identifying and addressing safeguarding needs. The post holder will undertake a range of duties to support the Homeless Health nursing team including undertaking the 'Duty worker' role, which includes answering the telephone; taking messages; triaging and responding to referrals and dealing with general queries. The Care Navigator will represent the service at relevant meetings, based on their level of experience. The Care Navigator may need to support with co-ordination of the clinic allocations and resource management to enable effective service delivery.





Our key expectations are:

- Self-awareness – Living authentically
- Adaptability- Being ready to adjust depending on the situation
- Openness – What you see is what you get
- Positivity with a real sense of being able to strive for the impossible
- Generosity of spirit- Everyday should be an opportunity to act with kindness
- Ability to have fun – Taking the role seriously, whilst being yourself

Our ‘Why’: To nurture an environment of inspiration, innovation and disruption so this people in our world receive exceptional healthcare for this generation, and the next.

Values: Our organisational culture is very important to us, so it is vital that the successful candidate lives and breathes complimentary values and behaviours. Our behaviours should be in line with our values which form part of our Company DNA:



- **Fun:** People rarely succeed unless they are having fun. Happiness is healthy!
- **Awesome:** We aren't here to be average, we're here to be awesome!
- **Humble:** We're here to make a difference to the lives of others, NOT to see how important we can become
- **Brave:** We challenge the norm. We have the courage to get the difficult jobs done
- **Oompf:** We have natural oompf! It's infectious!
- **Go-getting:** We are intuitive to changing needs and respond quickly which we do with energy, ideas, and positivity

Come and be a part of our amazing team!

- ✓ We offer NHS Pension
- ✓ Cycle to Work Scheme
- ✓ Career Development Opportunities
- ✓ Attendance Bonus
- ✓ Staff Benefit Scheme
- ✓ Free Tea & Coffee
- ✓ Eye Care Contributions





Duties and Responsibilities – Care Navigator Competency Framework

Excellent Communication Skills

- Communicate clearly, sensitively, and effectively with patients, family members and other professionals.
- Maintain a calm and sensitive approach when dealing with people in distress.
- Perform a basic holistic assessment of patients' needs over the telephone and face-to-face.
- Write and maintain clear, accurate records of patient information in a variety of formats (i.e. electronic and paper).
- Present information clearly and effectively when speaking with others.
- Adapt communication style and method to best support patient preference and need.
- Demonstrate the importance of cultural factors in communicating with people.
- Apply skills and techniques (verbal and non-verbal) to resolve conflict, reduce distress and anger.
- Assert ideas and opinions in a respectful, positive way which advocates the needs and wishes of the patient.
- Present and communicate information to a wide range of audiences and agencies, within and outside the organisation.
- Maintain good standards of communication both in written and oral form
- Make entries on patient the patient EMIS records

Enabling Access to Services

- Work at the interface of health, social care, voluntary and other local services
- Understand local referral arrangements/pathways for holistic support from a wide range of sectors.
- Signpost and facilitate contact for the patient to appropriate services, with consent of the individual.
- Demonstrate initiative in seeking contacts with relevant local services.
- Take a proactive, problem-solving approach in helping support people to connect and access services.
- Demonstrate persistence and resilience when faced with barriers to accessing services.
- Seek appropriate help when faced with barriers to access services.
- Provide timely feedback to colleagues around issues relating to access to services.

Personalisation

- Understand the unique challenges experienced by the patient group.
- Determine the patients' basic support needs accurately over the telephone or face-to-face.





- Act in a way that acknowledges peoples' expressed beliefs, preferences and choices.
- Help people to identify and use their strengths and resources to achieve their own well-being goals.
- Identify and safeguard people 'at risk' and potentially vulnerable, using appropriate methods (as determined by local arrangements).
- Contribute to developing care plans to meet people's health and well-being needs, in partnership with the patient / other support services.
- Refer patients with complex health, mental and social care needs to the appropriate professionals, teams and services.

Coordination and integration

- Share relevant information, decisions and discussions made by health and social care teams, with the patient.
- Understand the principles of integrated care and support.
- Provide information and support the patient (as required) to contact the relevant person/professional.
- Implement and follow up key action points from care plans/meetings, with minimal supervision.
- Effectively communicate a patients' needs within a multidisciplinary team meeting environment.
- Provide outreach to individuals who cannot attend a designated location (no lone working).
- Can move between sites in a timely manner.

Building and sustaining professional relationships

- Be supportive and helpful toward other team members.
- Relate to and work with clinical and non-clinical staff in other organisations, building constructive relationships across sectors.
- Value the roles of key others working within and beyond the organisation.
- Promote the sharing of resources and information from a wider range of sources to benefit patients and their carer.
- Act as a positive role model to team members and colleagues

Knowledge for practice

- Demonstrate awareness and basic understanding of safeguarding vulnerable adults, end of life care, the needs of older adults and mental health conditions and symptoms





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- Understand the importance and purpose of health promotion.
- Contribute to the service development

Personal development and learning

- Demonstrate willingness to learn and develop within the role.
- Show responsibility for self-reflection and personal development.
- To take part in annual appraisal, developing a personal development plan from which training needs will be identified and training undertaken.
- Undertake all mandatory training

Handling data and information

- Access, input to and use data from appropriate electronic records, databases and spread sheets.
- Use appropriate technology and resources to find and process information.
- Apply the principles of data protection working within legal limitations with access and storage of data.
- Understand and adhere to data standards and confidentiality specific to the organisation.
- Prioritise workload using time and resources effectively.
- Be organised in performing administrative tasks (including appointments, diaries, patient registers)

Professionalism

- Demonstrate a non-judgemental and respectful attitude toward others.
- Act in ways to promote values of equality and diversity.
- Be emotionally resilient and remain calm under pressure.
- Manage stress with healthy coping mechanisms.
- Uphold the principles of confidentiality.
- Recognise own limitations and work within the boundaries of the role, seeking help when needed.
- Identify when a patient's needs urgent help and intervene appropriately by alerting relevant professionals.
- Show consideration and compassion toward others.

It is vital that the right candidate is approachable and consistent, enabling the patients we work with to begin to develop trusting relationships.





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Education and In Service Training

- Training will be provided to enable the successful candidate to be fully conversant in all the clinical computer systems used within the Complex Lives Business Unit
- Attend relevant study/induction days, seminars, courses etc for individual development and for the benefit of the service
- Complete mandatory training
- Attend team meetings
- Where necessary relevant training in the operation of new or unfamiliar equipment, software or procedures will be provided

The above list of duties and responsibilities is not intended to be fully comprehensive and may be amended to take account of changing circumstances or requirements following consultation with the post holder.

The post holder will contribute to administrative and housekeeping duties within the service locations.

Disability Confident Employer

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy

DBS - This post is subject to the Rehabilitation of Offenders Act (Exemption Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. This will require three forms of valid ID to be produced and verified. The onboarding process is also subject to an Occupational Health check, suitable professional references and eligibility to work in the UK (with the requirement to provide relevant documentation as evidence).





PERSON SPECIFICATION

	Essential	Desirable
Communication Skills	<ul style="list-style-type: none"> • Confident in communication methods and able to communicate effectively with a range of customer and provider groups • Confident in the use of computer systems and able to record information accurately and in a timely manner • Able to convey clear messages to seniors in the organisation; customers/patients/carers, and other provider agencies, including the production of reports • To be able to contribute to multi-professional meetings and case reviews, producing summaries for senior management and clinicians • Able to relate to and work with all professional and non-clinical staff within the organisation. 	<ul style="list-style-type: none"> • Experience of public speaking • Health coaching or motivational interviewing skills • Trauma-informed care training
Qualifications		<ul style="list-style-type: none"> • Minimum GCSE English and Maths or equivalent • NVQ Level 3 or equivalent in Health Care or working towards • Motivational Interviewing skills
Experience	<ul style="list-style-type: none"> • Previous experience in patient/client-facing roles and evidence of ability to use initiative and work independently • Previous experience of working in health, social care or information and advice, in direct contact with people, families or carers in a paid or voluntary capacity • Experience in collating and presenting data in different formats • Experience contributing to meetings with internal and external stakeholders • Experience managing rotas and allocating staff mix 	<ul style="list-style-type: none"> • Experience of working with the homeless community • Experience of working in a hospital/ward/ GP practice setting • Confident in organising multiprofessional meetings and case conferences • Processing referrals • Chaperone experience • DASH/ First disclosure training OR experience working with people who experience domestic abuse and/or sexual violence





<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Confident in the use of electronic records; databases and spreadsheets • Able to report any incidents that might compromise health and safety for self; other staff or patients • Excellent negotiation skills • Highly organised and reliable and willing to take responsibility for own action • Ability to work as a team member • Able to exercise initiative • Maintain confidentiality 	<ul style="list-style-type: none"> • Experience of EMIS clinical system • Experience of Adastra clinical system • Mental health awareness • Adult and Child Safeguarding Level 2 • Basic life support training
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Positive attitude towards other people • Able to take initiative and prioritise workload • Effective organisational skills • Able to work under pressure and meet deadlines • Excellent interpersonal skills • Commitment to effective communication and attention to detail • Respect for confidentiality • Able to deal with conflict and distress • Able to work in a challenging and changing environment, responding quickly and flexibly to new developments • Able to problem solve • Willing to learn and develop within the organisation • Enthusiastic and committed to the role • Flexible 	<ul style="list-style-type: none"> • Full, clean driving license

The organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

