

Primary Care Navigator Job Description

Job Title:	Primary Care Navigator - Primary Care Mental Health Navigation x 9 posts
Department:	Primary Care Mental Health Team
Reports to:	Senior Primary Care Navigator
Salary:	£24,464 (pro rata)
Hours:	35 hours
Location:	Birmingham & Solihull

About Birmingham Mind

We are the largest provider of mental health services in Birmingham and the West Midlands. We offer high quality services that support both recovery and wellbeing and we actively work with people so that they can be in control of their lives. With respect for the individual at the forefront of all the work we do, Birmingham Mind has a well-earned reputation for excelling in quality.

With over 50 years' experience of supporting people with mental health difficulties within our local communities; we always strive to challenge the stigma that surrounds mental distress.

Our people are key to the success of the organisation and we are recognised as both a Mindful Employer as well as achieving Gold standard success in Investors in People.

We are collaborating with our partners, **Living Well Consortium and Better Pathways**, to deliver a high quality and equitable service.

About the service

This service is an integral part of the development of local Primary Care Networks (PCN) as part of the Mental Health Transformation programme within Birmingham and Solihull.

PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve.

The service will see a team of Mental Health trained professionals, Local Authority, Education and voluntary sector staff working together to delivery liaison, consultation and intervention delivery. The service will see a team of secondary care and voluntary sector staff working together to include an Advanced Nurse Practitioner (ANP) or Community Psychiatric Nurse (CPN), a clinician from Forward Thinking Birmingham (FTB) and a Birmingham Mind Primary Care Navigator as part of the support being offered to primary care patients. The service is an all-age service and will be based with a primary care setting. Birmingham Mind is recruiting to three Primary Care Navigator roles.

About the role

The role of the Primary Care Navigator is to assist with moving people away from/out of secondary mental health care (i.e., BSMHFT, FTB) by providing access to support around social catalysts of poor mental health, including debt, housing, domestic violence, substance use, homelessness, isolation, relationship breakdown, unemployment and other social crisis issues.

You will be part of a team of 9 Navigators based in 3 organisations, with 2 Senior Navigators and 1 Service Manager (employed by Birmingham Mind).

Main purpose of the role

The role of the Primary Care Navigator will work closely with and support individual patients who are experiencing mental health difficulties because of environmental and/or social crisis that might include debt, financial hardship, housing difficulties as well as social issues e.g., neighbour/landlord disputes, tenancy collapse, risk of homelessness, rent arrears, social isolation.

Main Responsibilities

Service delivery -

As part of your role, you will:

- Provide advice, guidance, inter-agency liaison and signposting to individual patients within primary care settings.
- Work as part of a primary care team, sharing knowledge, support and good practice.
- Receive referrals and work proactively to manage an agreed case load and follow up. The types of interventions you will offer will include but not be limited to: One to one support to resolve a range of presenting issues such as debt, housing, and self-management techniques, as well as signposting to other community agencies and organisations. including those run by VSCE organisations.
- Offer guided self-help in relation to mental health presentations
- Support individuals using motivational interviewing approaches when needed.
- Treat everyone with dignity and respect and without prejudice and judgement.
- Ensure effective communication and good communication with patients.
- Attend safeguarding conferences and/or multi-disciplinary meetings as required within the remit of the role.
- Ensure a person-centred focus is always maintained throughout your work.

Quality -

As part of your role, you will:

- Comply with all organisational Policies and Procedures including those concerned with Health and Safety, Equality and Diversity and Safeguarding
- Ensure compliance with all local policies and procedures in relation to the primary care setting and its environment.

- Actively participate in the ongoing evaluation of the service being provided.
- Proactively seek out and provide feedback to the organisation and other stakeholders to support continuous improvement in both your own practice as well as the overall service that is being delivered.
- Provide feedback and monitoring information within the time scales required.
- Deal positively and constructively with any complaints received.
- Ensure that your knowledge of local communities and organisations is kept up-to-date and utilised so as to support appropriate and timely onward liaison, referral, and signposting.
- Seek to deliver a high-quality service, always ensuring professionalism in your approach.
- Escalate any concerns and/or risk issues to the appropriate line manager/responsible clinician for the service including any concerns in relation to child and adult safeguarding matters.
- Be mindful and informed of the impact trauma can have on the lives of individuals.

Respect for the individual -

As part of your role, you will:

- Work to a value-based approach
- Always behave with honesty and integrity.
- Challenge discriminatory and disrespectful behaviour.
- Strive, always, to enable individuals to have choice and be in control of their lives.
- Demonstrate self-control and the ability to manage your own reactions and emotions.
- Give honest, professional, and constructive feedback.

Creativity and Innovation -

As part of your role, you will:

- Actively support the introduction of new ideas, methods and processes from the team and other sources.
- Proactively seek feedback from all those who contact the service
- Regularly reflect on your own practice and adopt a positive approach to enhance the experience of those accessing the service.
- Be solution focussed and actively support the introduction of any new ideas that can improve the service being provided.
- Use your knowledge and experience of underlying issues and the presenting needs of an individual to help de-escalate, relieve, and resolve difficulties.
- Adopt a motivational interviewing approach when needed, considering people's personal circumstances, and presenting clinical history.

Team Working -

As part of your role, you will:

- Establish constructive working relationships with other team members and groups both internally and externally.
- Attend and contribute to team meetings and handovers.
- Be flexible in your approach to team working and engage in other related activities.

- Participate in 4 weekly supervisions and annual appraisals
- Ensure you are working to high standards as set out in the job description and person specification.
- Work closely with Navigators from Living Well Consortium and Better Pathways to create seamless delivery.

Communication -

As part of your role, you will:

- Utilise your knowledge to ensure all referrals are directed in an appropriate and timely manner.
- Communicate in a style that is appropriate and accessible to your target audience.
- Be able to use a range of IT applications.
- Complete information requirements on systems and monitoring information requirements to a high standard and in a timely manner.
- Have good verbal, written and IT skills.
- Work within the requirements of GDPR and confidentiality and any local information governance and agreed standards
- Complete all required documentation, including review and assessment paperwork, ensuring all records are maintained and kept up to date.
- Create close links with the community and its services and liaise with other professionals involved in the support and treatment of individual patients
- Establish rapport with people and adapt your approach to reflect the other peoples style or mood, responding with empathy to personal, difficult, or embarrassing subjects.
- Utilise a variety of styles and approaches whilst still behaving in a professional manner in a wide range of differing situations.

Planning and organising resources -

As part of your role, you will:

- Support the partnership team in the planning, preparing, promotion and delivery of the service to primary care patients
- Monitor and report any Health and Safety issues to the appropriate line manager and/or other appropriate agency in a timely manner.
- Be flexible in your approach and be prepared to work unsocial hours as required.

Duties and responsibilities will vary from time to time and the post holder will be expected to perform other such duties that are reasonably comparable. All employees must adhere to the Association's policies and procedures on Safeguarding, Health, & Safety and Equality & Diversity policies.

Attributes, values and experience

You will have:

- At least 12 months experience of working in a paid role in with experience of supporting individuals in mental health or comparative sector to be in control of their lives.
- Proven ability in supporting people with mental health issues to move forward with their lives
- Proven ability to demonstrate an ability to use tools and techniques when working to support/evaluate positive change
- A good understanding of Equal Opportunities and a positive attitude to people who have experienced mental health difficulties.
- A good overall understanding of the social determinants of poor mental health and interventions to effect positive outcomes.
- Excellent verbal, written and IT skills with the ability to input accurate up to date information on a bespoke IT system.
- The ability to work within times scales as laid out in the service contract and service standards, manage challenging situations and work under pressure.
- Knowledge/experience of carrying out both needs assessments and risk assessments where this is required.
- The ability to manage your own workload, be self-motivated, use your initiative and work as part of a team.
- The ability to liaise with professionals and local community networks and a good working knowledge of local facilities, organisations, and resources.
- A driving licence and use of a vehicle is desirable but not essential for this role.