

DEFENCE MEDICAL WELFARE SERVICE

JOB DESCRIPTION

SERVICE NAVIGATOR (BIRMINGHAM AREA)



Primary Outputs

The Service Navigator is responsible for establishing a welfare navigation service within a primary care environment. Once established they would then provide on-going support to referred members of the wider military community, including serving personnel, veterans, reservists and their families. Ensuring that service users receive a high quality and responsive service.

Key Responsibilities

- Initially establishing the navigation service in multiple GP practices within a defined geographic area.
- Establishing a process for gaining referrals from each practice, which will involve making all relevant connections with key stakeholders as well as running training and awareness programs across GP practice staff.
- Gaining knowledge of local support organisations both statutory and within the 3rd sector that will be relevant for navigator to understand and then refer users to dependent on need.
- Ensuring that referrals for welfare support are dealt with effectively and efficiently, fully documented and the welfare needs of service users, their families and other beneficiaries are properly and accurately assessed.
- Recording all onward referrals and navigation activities undertaken, and gaining feedback on the effectiveness of each agency referred to.
- Ensuring that a first class service is provided to patients and families through delivery of excellent practical and emotional support by establishing and maintaining good communications, regular visits, liaison with stakeholders and timely and accurate recording of information.
- Effectively and efficiently dealing with referrals for navigation and welfare support and ensuring that they are, fully documented and the welfare needs of service users, their families and other beneficiaries are properly and accurately assessed.
- Providing high quality, sensitive emotional and practical support is given to relatives of seriously ill patients and to those who are bereaved.
- Ensuring that excellent liaison takes place with all stakeholders including their organisation management line, with clear and accurate briefings and advice being given and followed through.
- Producing excellent written and verbal reports in a timely fashion.
- Liaising closely with Practice Managers to ensure the navigation and welfare service is flexibly and effectively provided.
- Highlighting any risks to service delivery at the earliest opportunity and through collaborative working with the Area Manager, ensuring that risks are mitigated to patients and issues are rectified promptly if they occur.
- Quickly recognizing safeguarding issues with any concerns regarding children or vulnerable adults being reported to the appropriate agencies in a timely fashion.
- Keeping accurate records, and providing data and reports within agreed timescales.
- Participating fully in supervision with the Area Manager in order to raise any concerns and monitor performance.
- Utilising personal clinical supervision effectively in accordance with DMWS policy.

- Entering into self and peer assessment with line managers with the right spirit and with the end result being further personal development.
- Identifying fundraising and business development opportunities.
- Delivering engaging and effective presentations on DMWS to external stakeholders.

Personal Characteristics

- Excellent communicator and problem solver.
- Proactive approach and ability to establish a presence in new locations
- Personal energy and resilience.
- Passionate about welfare services.
- Self-confident and motivated.
- Team Player.
- Good judgement.
- Adaptable/flexible approach to work.
- Empathetic approach to people, possessing a high level of Emotional Intelligence..

Minimum Expertise

- Educated to Degree level
- Ability to work to corporate aims without losing touch with day-to-day service delivery.
- Ability to work in small groups and conduct lone working for extended periods.
- Empathy with the Armed Forces community.
- Excellent and effective verbal communication and interpersonal skills.
- Excellent written communication skills.
- Effective use of counselling skills to provide support.
- Able to deliver interesting and impactful presentations.
- Proven IT skills including Microsoft Office, and the ability to manipulate data in Excel.
- A current full driving licence.
- Prepared to travel on a regular basis and be away temporarily, within the Birmingham area.
- Prepared to undertake training to meet company and customer mandated requirements and maintain currency in personal development.

Desired Expertise

- A recognised Health and Social Care or Welfare qualification at Level 3 or above – or be prepared to undertake training.
- Experience of working in a health, social care or welfare environment.
- Recent exposure to primary care, ideally within a GP environment
- Experience in setting up new services from a standing start
- Qualified workplace First Aider/MHFA or prepared to undertake training.