

Job Description

Job Title: Mental Health Navigator- Access and Crisis Team

Hours: **36 hours per week**

Contract: Permanent

Responsible to: **Access and Crisis Project Manager**

Based in: *Across Tameside, Oldham and Glossop and other locations across Greater Manchester*

Salary: £24,500.00 per annum based on 36 hours per week.

Summary of Main Duties and Responsibilities

The Adults and Communities Directorate provides a range of therapeutic and early intervention mental health services within the community. It aims to provide the best quality mental health services in prevention, early intervention, primary, secondary and community care; alongside empowering individuals and our communities to live well.

As part of the Access team the Mental Health Navigator will work across several projects within the department to provide a frontline access portal to support clients who currently sit outside of statutory service criteria. Through robust assessments guide the navigation of mental health services for clients presenting with complex needs or in crisis, to access appropriate mental health and social support in order to live well. Including assessing and managing presenting risk to self or others.

The role will require the post holder to develop effective working relationships with both statutory and non-statutory agencies within the local area. To confidently communicate with both clients and professionals to improve client outcomes and promote the service.

You will hold a caseload of clients which will include the delivery of system navigation support, guided self-help, online CBT services, coaching, social prescribing, facilitation of therapeutic groups/courses and taster sessions focussing on early intervention mental health support.

Duties Relating to the Post

- To work as part of the Access and Crisis department team in the day to day delivery of all aspects of the department.
- Responsibility for the planning and organisation of several complex activities or programmes which require the formulation or adjustment of plans

- Responsible for implementation of policies for own work area and proposing policy or service changes which impact beyond own area of activity
- Responsible in supporting volunteers and non-qualified staff
- Responsible for the teaching or devising of training and development programmes
- Responsible for providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
- Responsible for providing and receiving complex or sensitive information
- Responsible for providing advice, instruction or training to groups, where the subject matter is straightforward.
- To make judgements based on facts or situations, some of which require analysis
- To work in partnership with a wide range of partners, key stakeholders and communities.
- To Implements clinical care/care packages and provides advice in relation to the care of an individual or groups
- To take responsibility to ensure all projects are monitored and evaluated effectively for safety and key stakeholders.
- To be responsible for achieving all outcomes and outputs related to key projects
- Carry out any other reasonable tasks as requested by relevant manager
- To work flexibility in approach and hours including providing services out of hours.

Person Specification

E = Essential and must be able to demonstrate these points in order to be shortlisted

Attitudes and values

1. A commitment to providing effective high quality services (E)
2. Motivated by innovation and bringing about change (E)
3. A desire to develop services and take on new challenges (E)
4. A willingness to develop and maintain positive working relationships (E)
5. Emotional resilience and ability to manage own wellbeing (If applicable) (E)
6. A commitment to achieving targets (E)

7. A commitment to developing staff and volunteers (E)

Experience

1. Experience of providing support services to members of the public (E)
2. Experience of working with volunteers (D)
3. Experience of working with people experiencing a crisis (E)

Qualifications

4. A qualification level 5 or above in Health and Social care, Social Work, counselling or equivalent or demonstrable equivalent experience (E)

Knowledge

1. An awareness of emotional wellbeing and mental health issues (E)
2. Good knowledge of common mental health presentations (E)
3. Awareness of local area and support offers available (E)

Abilities

1. Substantive and proven ability to carry out client casework, coordination and support
2. Exceptional verbal and written communication
3. Ability to support and lead volunteers and non-qualified staff
4. Proven negotiation and influencing skills
5. Ability to be a role model of organisational values
6. Ability to manage and respond to change and uncertainty
7. Ability to work with partners, stakeholders and other agencies
8. Solution focussed and organised
9. Ability to monitor performance and achieve targets
10. Ability to travel across the geographic area of TOG Mind
11. Ability to manage professional boundaries
12. Ability to be flexible and work out of hours
13. Ability to manage own wellbeing and resilience required within a mental health environment.
14. Ability to undertake any other reasonable tasks required

