

London Borough of Tower Hamlets Job Description

JOB TITLE:	Community Navigator
GRADE:	F
POST NUMBER:	M070000124
DIRECTORATE:	Health, Adults and Communities
SERVICE:	Public Health – Healthy Communities
RESPONSIBLE TO :	Public Health Programme Manager
RESPONSIBLE FOR:	n/a
	1 year fixed term contract DBS Enhanced check required This post is politically restricted
JOB SUMMARY:	To work with local people experiencing health inequalities and community groups in disadvantaged communities to help identify and then access the support they need to maintain and enhance their health and wellbeing. This will include providing information in the form of presentations to groups as well as a collaborative holistic assessment of factors for individuals (including social, environmental and behavioural) that influence wellbeing, as well as health promotion. The post will provide high quality information and guidance on the services and local assets available followed up by proactive support to enable them to access this support. In undertaking this role, the post holder will gain from their interactions with local people, valuable insights of their perceptions of services and local assets. Part of the role is to ensure these insights are captured and recorded to enable them to inform the design and commissioning of health and social care services. The post will be based mainly in community settings such as local health and wellbeing organisations, council hubs or VCS organisations as appropriate. The role will involve a substantial amount of assertive outreach work to ensure

	effective interaction and communication with local residents, focusing principally on those in disadvantaged communities as identified through Public Health's Communities Keeping Well programme and other Public health programmes. The postholder will be a known and trusted resource for residents and voluntary sector organisations in the locality /borough, supporting Public health to work with communities experiencing health inequalities. The post holder will provide 1 to 1 support to aid individuals in developing personalised wellbeing plans and accessing services that enable them to fulfil their plan. The post holder will also spend part of their time each week providing information and advice on all public health services (including but not restricted to health and social care, housing, education and employment, leisure, voluntary and community sector services) within the structures that are put in place to achieve this.
ROLE REQUIREMENTS:	
1.	To work with the locality Public Health Locality Programme Manager to design and deliver an annual Community Navigation plan to support the most disadvantaged residents and community groups identify and access the support they need to maintain and enhance their health and wellbeing.
2.	To carry out with individuals, collaborative holistic assessment, using the designated tools, of factors (including social, environmental, and behavioral) that influence wellbeing. These assessments may take place in community settings or hubs or by telephone or online video call.
3.	To support individual in goal setting and personal planning in relation to their holistic assessment outputs.
4.	To capture and record all individual data relating to assessments on the designated CRM in accordance with the requirements of the service.
5.	To provide tailored high-quality information and advice to individuals following an assessment and proactively support them to access local assets or services that they have identified would be beneficial for them. This support will go beyond the mere giving of information and will include for example making a first appointment for clients, completing

	any referral forms and in some cases accompanying them to initial visits.
6.	To provide high quality information, signposting and support to local residents in any agreed community and public settings or with partner organisations as required by the post through regular outreach activity. This includes responding to emailed enquires.
7.	To capture and record community insights gained from interactions with local people in the Communities Keeping Well Programme. This will include through conversations with residents, supporting a range of community meetings and recording this data.
8.	Contribute to and ensure data sources are kept up to date and as comprehensive as possible, including any community directories and local asset maps.
9.	Attend relevant trainings as identified by the Public Health locality Programme Manager, receive updates and attend relevant networking meetings to keep up to date with the local offer and maintain close links with similar roles.
10.	To support the recruitment and management of local volunteers in target communities, especially CKW community champions and where appropriate support co-production.
11.	To proactively promote the Public Health Outreach Service across the council and all other partner organisations within the Public and Voluntary & Community sector
12.	To contribute to the Communities Keeping Well Programme's (CKW) Locality Delivery team's action plan and Public Health's Divisional priorities including: • Implementing a regular programme of health promotion events as determined by CKW and Public Health Division's identified need • Participating in the provision and promotion of a high-quality health promotion service in a range of formats and including Vital 5 (Better Health), Five Ways to Wellbeing and Tower Hamlets Connect, Be Well and other relevant services • Promoting all health literacy and learning courses that will have a positive impact on health and wellbeing, including classes that will lead to employability and family learning classes as well as Fitness, Health and Wellbeing programmes and ESOL (English for Speakers of Other Languages) • Acting as a local health promotion lead and ensuring all other team members (eg: Communities Keeping

	Well Locality Delivery Teams) and volunteers are fully briefed on all local and borough-wide health related initiatives. • To provide information, training and support to enable staff and volunteers to improve and develop their knowledge and skills, especially in relation to promotion of wellbeing, and identifying development/training needs • Maintaining an equitable events rota, an email enquiries rota and recording whereabouts when working outside the office • Changing rota/arrange cover in the event of unexpected absence of staff • Supporting people, especially those with poor computer and internet literacy, in gaining access to digital services and online health information.
13.	To attend and organise community events and promote health and wellbeing services and activities, either as a local or borough wide initiative. This includes providing communications materials at events and display equipment.
14.	Conducting the majority of the administration in connection with the post, using a PC and word processing/presentation software as appropriate.
15.	To fulfil all duties and responsibilities with proper regard to the council's Health and Safety Policy and any other relevant legislation, such as the smoking policy, flexi time policy and confidentiality in line with the General Data Protection Regulations 2018, in order to ensure a safe working environment for the public, the post-holder and other members of staff.
CORPORATE RESPONSIBILITIES	
16.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
17.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
18.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all

	disadvantaged groups.
19.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
20.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
21.	To work as part of and contribute to teams of community connectors, social prescribers and other similar roles in the borough to share knowledge, insight, best practice and engage with professional and peer support across local teams.
22.	To develop strong relationships with community and voluntary sector organisations, primary care and other key services creating seamless referral and signposting pathways.
SERVICE	<i>[This section will include requirements that the job holder may have in respect of quality assurance, continuous improvement, and the efficiency of the service]</i>
23.	Comply with any quality assurance, continuous improvement and other activity which contributes to the efficiency of the service.
24.	To capture and provide monitoring and evaluation data as requested, including supporting basic data analysis as required.
PERFORMANCE	
25.	To participate in all aspects of the council's performance management scheme, ensuring that performance standards and targets are set and met within agreed timescales.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

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Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	1. Knowledge of the Tower Hamlets community and an awareness of health issues and wider determinants affecting communities in Tower Hamlets	E	A/I
	2. An understanding of Equal Opportunities and its relevance to delivering health information and advice	E	A/I
Qualifications & Experience	3. Minimum GCSE grade A-C mathematics and English or equivalent	E	A
	4. A public health, health, social care, counselling or other relevant professional or academic qualification	E	A
	5. Experience of working with the community in a multi-cultural environment and planning and organising events	D	A
	6. Experience and ability to liaise with a wide range of people – including the general public, employees within the directorate, across the council, and external agencies	E	A/I
Living the TOWER Values sets out the essential		They are aligned to the organisation's	

behaviours required of all staff.		five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Takes accountability for delivering own work and contributing to that of team. 7. Ability to work creatively and constructively with others and to work alone without close supervision 8. The ability to record information clearly in manual and computer-based systems 9. Able to manage own time effectively, work flexibly in response to service needs and work within set timescales 10. Knowledge of own limits of skills, competences and responsibilities and working within them with an aptitude and willingness to learn	E E E E	A/I A A/I A/I
We are OPEN and transparent	Communicating clearly: Checks understanding, they are understood by others and explains jargon where needed. 11. Excellent verbal, written and interpersonal communication skills and the ability to communicate with different kinds of people (both groups and individuals) face-to-face, in writing and by telephone. E.g. those for whom English is not their first language	E	A/T/I

	12. Bilingual Sylheti/Bengali speaker other relevant community language (desirable) 13. Demonstrable literacy and numeracy skills sufficient to read and understand referral forms, basic statistics and written correspondence and subsequently draft suitable responses and experience of using IT systems 14. Respectful and value people regardless of background, respect confidentiality even in difficult situations and be supportive and encouraging to people in difficult situations without making a judgment about them	D E E	A/T A/T/I A/I
We are WILLING to challenge, innovate and be accountable	Takes accountability for delivering own work and contributing to that of team. 15. Willingness to improve own performance by taking personal responsibility in acquiring and implementing new skills and knowledge 16. Willingness to be trained in operational procedures and practices and work on the relevant computerised information system 17. Willingness to respond to feedback from line	E E E	A/I A/I A/I

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	managers and peers and work proactively as part of a team		
We empower each other to be EXCELLENT and go the extra mile	Understands the organisation's direction of travel and actively supports that in their work and interactions. 18. Interested in helping people to find ways to solve their own problems. This includes finding information to help them. 19. Able to use what you have learnt from previous experience/other situations to help others	E E	A/I A/I
We RESPECT all communities; they are the heart of everything we do	Respecting diversity: Ensures that they and others value the diversity of all people they work with and takes this into account in developing the service. 20. Knowledge of how equality of opportunity principles impact on service delivery in a multicultural environment 21. Proven and demonstrable commitment to the principles and practice of equal opportunities in employment and service delivery, particularly in relation to health information and advice	E E	A/I A/I
Additional Requirements	22. A Disclosure Barring Service (DBS) check that is satisfactory to us will be a condition of your employment	E	A

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	23. A satisfactory attendance record (normally less than 5 days absence in a year) but taking into account individual circumstances.	E	A
	24. Ability to travel within the borough as and when required, work evenings and weekends as required, as part of a regular shift pattern and occasionally and according to service needs, to work outside a regular shift pattern	E	A/I