

Disability Advice Network Enfield Navigator

Age UK Enfield

Purpose

Disability Advice Network Enfield is a partnership of local voluntary sector organisations led by Citizens Advice Enfield. The aim is to ensure all residents receive accurate and timely information. The Disability Advice Network Enfield (DANE) Navigator works within the local community to connect people, build resilience, and help people to create solutions to identified needs.

This is an exciting, varied role that includes one to one case work and group facilitation in community settings.

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| Salary | £27,500 to £29, 500 |
| Hours | 35 hours per week |
| Reporting to | Information and Advice Manager AUKE |
| Line management | None |
| Location | John Jackson Library base with working within community hubs, spaces and from home |
| Term | Permanent |

Main Duties

Case working and understanding people's needs

1. To manage a caseload of referrals allocated by IAA Manager and acting as a 'named person' for individuals, which will include welfare benefits, concessionary travel etc.
2. Have guided conversations to understand the person's life and circumstances and capture on an individualised outcome focused plan (Charity Log/ Eclipse)
3. Ensure the person gets the support /services they need in a timely manner and are connected to their community.
4. To undertake welfare benefit checks and assist residents to apply for benefits, travel concessions, assisted technology referrals and referrals for support with digital inclusion.
5. Encouraging residents to self-manage their health & wellbeing, encouraging behavioural change and referring to UCAN Enfield
6. To signpost and refer to other local organisations and services (pass on to other Lots 1 to 5)

7. Help residents to access social care/ community care assessments (or carers assessments) if eligible, following up to ensure the process is going smoothly and gather knowledge of outcome
8. Undertake a review, identify any life changes, updating the action plan, giving support and advice as new needs emerge and making new referrals as appropriate
9. Liaise with other professionals who are involved in a persons' support as necessary, ensuring a smooth and coordinated person-centred approach

Community Development & Networking

1. Develop knowledge of local services and keeping the directory of services up to date to support both colleagues and residents
2. To encourage residents to volunteer to act as peer support with lived experience for other individuals accessing DANE service. (Volunteer at Tea & Tech, events, Digital Champions etc)
3. Develop and sustain relationships with key stakeholders including seldom heard voices at a local level to ensure knowledge of local services is up to date
4. Working with residents to review offers and ensure we are providing inclusive, accessible services

Working with other professionals

5. Identify when there is a need for urgent action or for a step-up in care and alert the relevant professional(s)
6. Encourage referrals from GPs and other health professionals to navigate patients to community and other Voluntary Community services.
7. The navigators will be required to work from Community spaces, which includes Single Point Access (Enfield Civic Centre) Community Hubs and North Middlesex Community Advice Hub.

Facilitating Groups and health promotion

8. Support education and information delivery to groups on a range of subjects which includes Assisted Technology, digital inclusion, social care, and later life planning.
9. To develop and facilitate groups and activities that recognise and meet the needs of the community
10. Organise speakers to attend groups to provide specialist information

Other duties

1. To keep up to date with changes in legislation and/or good practice in relation to work area
2. To undertake any relevant training as may be required

3. Contribute to the strategic direction and vision of Age UK Enfield
4. Attend meetings and working groups relevant to this post
5. Contribute positively to the Age UK Enfield team
6. Work in accordance with the organisation's policies and procedures
7. Any other duties or responsibilities consistent with the post

Person Specification

| | Experience and Qualifications | Essential | Desirable |
|-----|--|-------------------------------------|-----------|
| 1.1 | At least two years relevant experience in social care, housing, health or Information and advice or VCS services | <input checked="" type="checkbox"/> | |
| 1.2 | Professional qualification in relevant topics- Health, Social Care, Housing, IAA, Community Development NVQ3 or above | <input checked="" type="checkbox"/> | |
| 1.3 | Experience in involving clients in decision making and person centred care | <input checked="" type="checkbox"/> | |
| 1.4 | Understanding of the welfare benefits system, travel concessions and housing and how to apply | <input checked="" type="checkbox"/> | |
| 1.5 | Experience of working with older people and understanding their comprehensive needs (isolation, long term health condition, welfare benefits, housing etc) | <input checked="" type="checkbox"/> | |

| | Skills and Knowledge | Essential | Desirable |
|-----|--|-------------------------------------|-----------|
| 2.1 | Excellent communication skills – able to communicate with all levels. | <input checked="" type="checkbox"/> | |
| 2.2 | Ability to work within multi-disciplinary settings and liaise with other relevant professionals / families | <input checked="" type="checkbox"/> | |
| 2.3 | Digitally literate, comfortable with standard Office software, video conferencing, and use of CRM/CRS databases. | <input checked="" type="checkbox"/> | |
| 2.4 | Ability to keep comprehensive case records and produce case stories and monitoring within precise deadlines | <input checked="" type="checkbox"/> | |
| 2.5 | Experience of undertaking detailed monitoring, reviews, and evaluation reporting | <input checked="" type="checkbox"/> | |

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|-----|--|-------------------------------------|-------------------------------------|
| 2.6 | Ability to understand, assess and respond to people's needs and capture in assessment tools. | <input checked="" type="checkbox"/> | |
| 2.7 | Developing and facilitating groups and activities within the local community | | <input checked="" type="checkbox"/> |
| 2.8 | Presenting health awareness presentations, education, and awareness sessions | | <input checked="" type="checkbox"/> |

| | Personal and General | Essential | Desirable |
|-----|--|-------------------------------------|-------------------------------------|
| 3.1 | Well organised and able to prioritise in a busy and varied role | <input checked="" type="checkbox"/> | |
| 3.2 | Self-motivated and ability to use own initiative | <input checked="" type="checkbox"/> | |
| 3.3 | Creative approach to problem solving | | <input checked="" type="checkbox"/> |
| 3.4 | Ability to speak a community language | | <input checked="" type="checkbox"/> |
| 3.5 | A 'team player', contributing to team meetings, supervision, and the broader development of the organisation | <input checked="" type="checkbox"/> | |
| 3.6 | A commitment to adhere to the legislation, policies, and procedures relevant to our charity | <input checked="" type="checkbox"/> | |