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| **JOB DESCRIPTION** |

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| Job Title: | **Navigator** |
| Group / Team: |  |
| Reports To: | **Team Manager** |
| Direct Reports: | N/A |
| Job Purpose: | This role exists to:   * Provide and co-ordinate a comprehensive range of support services to address high and complex needs that ensure outcomes are positive, sustainable and foster independence for the person and their whanau. * Work in partnership with clients to create, review and develop a Multi-Agency, Support Needs Assessment Plan (SNAP) that identifies achievable, step-by-step goals, recognises progress, addresses changing needs and priorities as they develop. * Work collaboratively with Work and Income’s Intensive Client Support Managers to provide intensive, ongoing support and coaching for clients to achieve sustainable education, training or employment outcomes. * To build strong networks and relationships with key community stakeholders in Primary Health Organisations (PHO’s), education, training and employment sectors. * To contribute to CONNECT through active participation in the life of the organization and through taking responsibility for the ongoing personal and career development. |
| Date: | July 2018 |
| Financial Responsibilities | As delegated by Team Manager in accordance with organisational policy |
| Key Result Areas | 1. Safe and effective service delivery as part of a Multidisciplinary Team 2. Collaborative and Outcome Focused Case Management 3. Stakeholder Development, Management and Network Building 4. Compliance & Reporting 5. Culture & Values 6. Professional and personal development |

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| **Key Relationships** | | |
| External:   * Service Users/Clients * Families / Whanau * Work and Income * DHB Clinical Teams * Local Community Agencies * Local Businesses * Statutory Agencies | Purpose of contact with this person/s:  To deliver services  To build / maintain connection and involvement  Partner to ensure service utilisation  Partner in collaborative support plans  Partner in building social connectedness  Relationships  Partner in building social connectedness | |
| Internal:   * Staff team * Team Manager * General Manager * Head office support team | | Purpose of contact with this person/s:  Working collaboratively as a team  Responsible line manager  Liaison with funder  Collection of raw data to be collected and collated for outcome reporting as needed. |

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| Key Result Area 1  **Safe and effective service delivery** | |
| Key Responsibilities | Key Tasks |
| Engagement  Health and Disability Rights and Responsibilities  Cultural responsiveness  Engage with natural supports in community, where appropriate  Service user participation  Family Whanau inclusion  Information management  Adherence to Service Model and Best Practice | * Organise to meet with referred client within 5-days of receiving referral and arrange follow-up meeting * Begin to establish mutual expectations, including rights, responsibilities and context of engagement: * Support: includes listening, guided reflection, problem-solving, encouragement, motivation, skills building, personal development * Advocacy: includes supporting client in self-advocacy and accessing services * Co-ordination: including facilitating communication with Work and Income Intensive Case Support case manager, family/whanau, community resources * Information: includes awareness of health, education, pre-vocational and welfare services as required * Clear understanding of all information, processes and assessments is discussed and clarified as and when it is needed for the client to feel confident in their understanding * Privacy & Consent forms, ‘Have your say’, Health & Disability (Code of rights), information about advocates are provided to service users * Delivers services that are responsive to the needs, values, and beliefs of the cultural, religious, social, and/or ethnic group with which each service user identifies. * Adherence and practice based on the principles of the Treaty of Waitangi. * Knowledge and practical experience in the application of culturally competent models such as Te Whare Tapa Wha, Te Toi o Matariki and Fono Fale. * Works with service user to identify ways in which they might like or need to access community services, resources and networks. * Identifies barriers to accessing community development and addressing at grassroots perspective to ensure anti-discriminatory practice and support and become familiar and engage with stakeholder participating in regional development projects at a localised level through government initiatives. * Ensures that service users and their family / whanau are facilitated to feedback about the services that they receive and continue to be empowered through psychoeducational support and resources where required. * Gives information, opportunity and encouragement to participate in all areas of service delivery and development while continuing to keep accurate and robust records of ICS service delivery to report to Team Managers as required. * Where the service user agrees, family/whanau are given information, opportunity and encouragement to participate in planning and reviewing service delivery to their loved one where possible referring whanau to appropriate social support for their own identified challenges. * Information systems and records security is explained and adhered to, ensuring that clients understand the levels of confidentiality they can expect and how that is maintained * Demonstrate understanding and knowledge of Boston Model and facilitate practice that reflects person centred practice, collaborative goal setting and ‘Living the Life I Want’ concept. * Service model delivery training is received and enacted in accordance with best practice as appropriate to areas that staff are qualified/competent to work in such as: * Mental health: National Mental Health Standards, Blueprint * Social Work: Aotearoa New Zealand Association of Social Workers Social Work Practice Standards * The Employment Support Practice Guidelines 2018 |

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| Key Result Area 2  **Collaborative Case Management** | |
| Key Responsibilities | Key Tasks |
| Support Needs Assessment Plan (SNAP)  Communication, co-ordination and support | * Undertake a comprehensive-person centric needs assessment that includes: * gathering and reviewing background information with client * client profile that identifies their specific circumstances and needs * identify and link in with appropriate external agencies/service providers to deliver services that meet the client’s specific needs * identify appropriate opportunities and other interventions needed to support desired outcomes * identify any barriers or obstacles to be overcome to achieve desired outcomes. * Develop and implement an independence development plan tailored to the client’s needs as appropriate and reflect / monitor progress * Provide intensive case management, coordinating and facilitating access to appropriate services and other assistance as required * Facilitate and / or attend meetings between the family and other service providers as required to support better outcomes for the client * Provide a transition plan to support clients exiting benefit support, including in-work support services. * Co-facilitate skill development workshops centred around employment, Information Technology usage, life skills and personal development. * Escalate issues to Team Manager and make referrals to other agencies / service providers as appropriate |

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| Key Result Area 3  **Relationship Management and Networking** | |
| Key Responsibilities | Key Tasks |
| Relationships with employers  Relationships with service providers, including MSD/Work and Income partners | * Establish and maintain effective networks / relationships with employers * Keep an up-to-date record of employer contacts and prospects * Be familiar with employment laws including work trials and free resources such as Workbridge and Department of Labour * Be knowledgeable and responsive to the support needs of the employer and in turn educate them about the needs of the employee * Identify Natural Supports in employer environments, ensure Job Matching in placement process and provide Job Coaching as required in recruitment stages. * Actively work as an interface between employer and employee as required to as much as possible resolves issues before they reach the disciplinary process. * Establish and maintain effective networks / relationships with service providers * Ensure continuity of service delivery with all stakeholders involved in service users goal plans. * Identify and link in with appropriate external agencies/service providers to deliver services that meet the individual/family’s specific needs * Influence stakeholders to work collaboratively in the delivery of solutions to meet the client’s needs * Ongoing liaison and exchange of information with other agencies in respect to services, policies and operational processes, and any changes that occur * Resolve any issues as soon as practicable and escalate to the Team Manager if required. |

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| Key Result Area 4  **Compliance & Reporting** | |
| Key Responsibilities | Key Tasks |
| Reporting (internal/external)  Outcomes measures  Incident reporting / investigations  Health & Safety | * Recordbase will contain all necessary information, client records, client notes and updates as required * Complete all reporting required comprehensively, accurately and on time * Internal reporting:   + Monthly and quarterly report to GM   + Audit reports as specified * All service users are supported to complete a WHOQOL quarterly * Service user plans are reviewed for quality and achievement and successes reported * All incidents at the service are reported within required time-frames * Demonstrates familiarity with policies and procedures manual and Safe practice guidelines * Ensure the safety and well-being of co-workers within the workplace * Raise any urgent health & safety issues with the TM |

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| Key Result Area 5  **Culture & Values** | |
| Key Responsibilities | Key Tasks |
| Role model values and purpose  Line/Team Supervision  Business and strategic planning  Communication  Engage with training requirements  Actively participate in organisational events  Organisational policy and procedure | * Ensure a positive culture within the team and highlight where the values are demonstrated * Participates and engages with Line and Team Supervision * Participates in an annual review of the business plan in line with organisational strategic plan * Provide regular written and verbal updates to the TM * Always communicate to the team or to external stakeholders in a way that is positive and supportive of Connect and the management team * Provide updated information to clients, services and stakeholders in a timely and relevant manner * Recognise the importance of core training through active engagement with professional and personal development * Attend and engage with organisational events: All staff meetings, Big Day Out, Christmas Party, AGM * Have knowledge of and work within all Connect Policy and Procedure * Make recommendations for policy updates or review where required * Address breaches of policy or procedure where identified * Report any potential misconduct or serious misconduct relating to breach of policy or procedure |

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| Key Result Area 6  **Professional and Personal Development** | |
| Key Responsibilities | Key Tasks |
| Report to Team Manager  Identifies areas for own learning and development | * Attend regular line management supervision with the TM * Report and provide updates as required both formally and informally * Comprehensively complete annual appraisal and personal development plan * Attend training as required |

**Note**

*The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.*

*The list of key responsibilities and tasks is not exhaustive and may include others at the request of the line manager.*

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| **Person Specification** |

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|  | Essential | Desirable |
| Qualifications (or equivalent level of training) | * A minimum of Certificate in Mental Health * Full Driver’s License | * Bachelor of Health (Mental Health) or similar qualification. |
| Experience | * Demonstrated success in working with clients with complex needs to achieve sustainable outcomes * Demonstrated ability to build and maintain strong relationships across a range of stakeholders * Demonstrated ability to assess information from multiple sources and write quality plans fit for purpose * Knowledge of the Mental Health and NGO Sectors |  |
| Competencies | * Ability to motivate and mentor clients using basic counselling skills (active listening, guided reflection) with a strong client focus * Professional engagement, empathy and enthusiasm for supporting people to reach their goals innovatively * Relationship building skills for partnership and networking * Sound problem solving skills, considered decision making * Planning and prioritizing workload requirements * Positive attitude and strategies to exercise and grow your resilience * Willing, articulate and adaptable communicator * Knowledge of the local communities and networks * Welcomes and values diversity | * Ready to go the extra mile * Team player, sharing the load and the learnings * Think ‘outside the box’ to achieve goals |

**Organisation Chart**