



Help point navigator – Job Description. Person Specification

Name of Employee	
Department	Help point navigation
Reporting Line	Help point Senior Navigator & Help Point Service Manager
Grade / Hrs / Work Pattern	Grade 2
DBS – Level Required	Enhanced
Location/s	This role is based in The Corner House in Southwick
Job Summary	
<p>West Sussex Mind (WS Mind) is part of Pathfinder West Sussex which is a partnership of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing, BHT Sussex is the lead provider within Pathfinder West Sussex. Within the Pathfinder partnership WS Mind is funded to provide services in the Chichester, Arun, Worthing and Adur Neighbourhoods.</p> <p>West Sussex Mind (WS Mind) provides the Help Point across West Sussex. This is the first point of contact for all phone and email enquiries, requiring information and signposting to individuals who require it.</p> <p>The Help point team provides a first point of contact for all service-related phone and email enquiries and responds to all phone and email enquiries providing advice, information and signposting (service navigation) to individuals who contact the team.</p> <p>Within this team the role of the Help point navigator is to:</p> <ul style="list-style-type: none"> • Provide phone and email advice, information and signposting (service navigation) • Record phone and email advice and information activity • Process self and professional referrals into the relevant service • Research and update information and resources for website and WSx Mind information resource • Work with the senior help point navigator to ensure that any risk is identified and escalated appropriately 	

Scope & Accountabilities

This role has no line reports/supervisory responsibilities but actively contributes to the support of volunteers.

Key Tasks

Navigator tasks

1. Answer phone and provide advice, information and signposting
2. Respond to emails providing advice, information and signposting
3. Support individuals to refer themselves to WSx Mind services using online referral form and where this is not possible take referral information and make referral to WSx Mind services
4. Contact and triage online referrals received and assign referrals to teams
5. Record advice, information and signposting activity on WSx Mind's record keeping systems, accurately, effectively and in a timely way
6. Support individuals to communicate effectively with other WSx Mind services and teams making best use of email communication to teams, advising and supporting around online & website booking systems
7. Support volunteers within the service
8. Support the involvement and participation of service users in the service and the gathering of feedback

Resource collating and partnership working

1. Collate mental health, social, community support and service information and ensure website and internal service information resource is maintained and updated
2. Gather information around and review self-management resources and support updating website
3. To work in partnership with mental health support teams and Social Activities and Support services to provide a seamless pathway of care people who need help

Policies and procedures

1. Ensure that the team is aware of Safeguarding duties to both Children and Adults and that these policies are adhered to
2. To contribute to creating a safer working environment for yourself, your colleagues and service users. To this effect, you should, as a minimum, follow safety rules, engage in safety training and report incidents or hazards.

3. Ensure all data protection policy and procedure requirements are met.
4. Actively support and promote the organisation's commitment to equality, diversity, and inclusion, ensuring that these principles are integrated into all areas of their work and interactions.
5. Adheres to all other policies and procedures of West Sussex Mind

Other Duties

1. To ensure that WSx Mind's first point of contact and advice and information offer is accessible and effectively reaching all groups in local community
2. To undertake any other tasks and duties as required as requested to meet the requirements of the service

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Professional & Technical Knowledge, Skills, Abilities and Experience

1. Some evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role along with good literacy, IT, digital and verbal communication skills.

Preferred Qualifications

1. Any formal qualifications or training in relation to mental health, counselling, communication, advice is desirable for the role.

Essential Professional & Technical Knowledge, Skills and Abilities

1. Knowledge regarding working with people with mental health needs and local community services and support to meet needs
2. Excellent & confident phone manner and ability to respond with warmth, compassion and empathy to individuals who may be in distress
3. Good research and writing skills and ability to learn and use systems for uploading web content
4. Good problem solver with ability effectively make decisions including identifying and escalating risk

5. Knowledge of and a commitment to user led services and proactively tackling inequalities
6. Highly motivated and able to learn and understand new concepts and apply new methods, whilst taking responsibility for their own personal development.
7. Willingness to seek advice appropriately, to accept supervision and training as required.
8. Team player with ability to work effectively within own team across organisation and with partners and with creative and problems solving skills

Preferred skills and abilities

1. Skills and abilities around providing advice, information and signposting

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		Date:	
Signed: Line Manager		Date:	