



## Navigator Programme

# Navigator

*employed by Medics Against Violence (SC041153)*

**Base Location** Various (see job advert)

**Reports To** Navigator Regional Supervisor (s)

**Hours of Work** Full time, 35 hours per week across a flexible shift pattern which includes regular night and weekend working.

**Salary and Benefits** **Salary scale:** £20-25K per annum, placement on the scale will be dependent on experience.

**Expenses:** All reasonable business-related expenses will be reimbursed. Home to base travel **will not** be reimbursed.

**Pension scheme:** Employees are enrolled into a workplace pension scheme unless they choose to opt out.

**Annual leave:** 25 days paid holiday per year plus 10 statutory public holidays some of which can be taken flexibly.

**Wellbeing:** All staff have regular access to counselling

**Training:** Staff are encouraged to undertake further training and will participate in regular team development days

**Contract Type** Fixed term for one year from commencement of the post but extension to funding is likely.

The first three months will be a probationary period.  
*Extension is dependent on performance and funding.*

### Other

Applicants will be enrolled on the PVG (Protecting Vulnerable Groups) scheme.

**A full driving licence is desirable** for these posts as there is a need to travel to meet service users.

### JOB PURPOSE

- Navigator is an innovative programme run by Medics Against Violence (MAV), a healthcare charity registered in Scotland known for running successful projects including MAV Schools, Ask, Support, Care (ASC), Youth Navigator and Pathfinder. More information on the charity is available on our website: [www.mav.scot](http://www.mav.scot)
- The post holder will join a dedicated team of Navigators (2 FTE in each hospital site) working alongside the clinical teams in the Emergency Department. Navigators support individuals presenting to hospital, often as a result of violence, but with complex social

needs and experiencing multiple social disadvantage. The aim of the programme is to improve wellbeing, engagement and life chances for those who accept support. This challenging role will involve delivering practical, bespoke interventions both in person and through a wide network of partner agencies that support people towards a safer, healthier and more productive lifestyle.

- On occasion, the post holder may be required to assist with other activities of Medics Against Violence (this will be minimal) or the wider Navigator project.

## JOB DESCRIPTION

### Main duties & responsibilities

- Form strong, professional relationships with the wider Emergency Department clinical team including nurses and support workers, doctors, and ambulance crews, working closely with them to identify patients who may benefit from the Navigator service.
- Engage with willing patients within the Emergency Department, make a connection and discuss future support as requested.
- Support service users through assertive community outreach, build strong trusting and respectful relationships that enable them to regain agency and control over their decisions.
- Connect service users to existing community supports (of their choice) and support as necessary to maximize engagement.
- Hold a case-load and respect service user confidentiality and adhere to GDPR
- Assist with the on-going development of the service model to ensure the people we support gain the maximum benefit from Navigator interventions.
- Manage administrative systems and functions, ensuring service user forms, databases, contact files and emails are kept updated and secure in line with the Data Protection Act, our Confidentiality and Consent Policies and GDPR principles.
- Collect and record evidence of project outcomes, to assist with the evaluation of Navigator.
- Work within and comply with Medics Against Violence and local NHS policies.
- Continually develop a personal level of awareness and knowledge of the issues around all forms of violence, complex social presentations and their causal factors.
- Actively research and network with other relevant organisations working in the local area and build strong partnerships with them, ensuring Navigator offers as diverse sign posting options as possible.
- Actively participate in staff meetings, governance groups, case conferences, risk management meetings, session evaluations, supervision/reviews and planning sessions.
- Participate in Navigator's development by feeding back to Line Manager and governance groups on the needs of the service user group and the on-going development of the service.
- Assist in maintaining good working relations with stakeholders, project partners and with other agencies and to represent Navigator and Medics Against Violence at external meetings and in the media as appropriate.



- With guidance and support from the organisation, undertake continuous professional development, through attendance at courses and other educational activities relevant to the role.
- Fully participate in your own work supervision and appraisals.
- To work as a member of the wider team and assist as required across all the organisation's project (this will be minimal).
- Strictly adhere to Safeguarding policies from Medics Against Violence, NHS health boards and local authorities, reporting any identified concerns to the responsible clinical staff at hospital and a line manager.

#### HOW TO APPLY

To apply for this exciting job opportunity, please fill out the online application form at:

[www.mav.scot/jobs](http://www.mav.scot/jobs)

Should you have any issues or require an application form in an alternative format, please email [info@mav.scot](mailto:info@mav.scot) and we will be happy to help.

**Closing date** for applications is **listed in the job advert.**

## Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> <li>• Experience of working as an effective team member</li> <li>• Ability to build and sustain relationships in a professional context.</li> <li>• Experience of working in multidisciplinary teams</li> <li>• Proven track record of working with people in community settings and ability to build positive relationships with them.</li> <li>• Experience of delivering 1:1 support to people impacted by violence trauma or addiction</li> <li>• Ability to work without direct supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in projects dealing with at least one of the areas that Navigator supports eg. substance misuse, homelessness, mental health issue, domestic abuse or violence</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of the causes and effects of social exclusion/isolation/inequality through work or personal experience</li> <li>• A good understanding of the physical, social and emotional needs of vulnerable people</li> <li>• A sound understanding of safeguarding issues and knowledge of best practice within the sector</li> <li>• A sound understanding of risk management as it applies to working with vulnerable adults</li> <li>• Knowledge of family effects of addiction, mental health, violence, domestic abuse and sexual violence</li> <li>• An understanding of Adverse Childhood Experiences (ACEs)</li> </ul>	<ul style="list-style-type: none"> <li>• A good knowledge of the available services and organisations which people could be signposted to for support</li> </ul>
Qualifications	<ul style="list-style-type: none"> <li>• While we are not asking for specific qualifications, relevant qualifications are welcomed and will be taken into account when assessing your application</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant qualifications such as Mental Health First Aid, European Computer Driving License, Training in Brief Motivational Interventions, Naloxone training</li> <li>• A recognized formal qualification in mentoring or support work eg SVQ in Social Care</li> </ul>



### Personal Skills and Attributes

- Well-developed communication skills
- Resilient and reflective practitioner
- Able to identify risks and take steps to mitigate against them
- Maintain effective health and wellbeing practices for self and service users
- A strong, passionate work ethic
- Able to demonstrate a high degree of empathy and compassion for the service user group
- Able to remain calm under pressure
- Flexible, enthusiastic and committed to personal development
- A strong awareness of boundaries and how to work within them
- Ability to deal with highly sensitive and, possibly, distressing information in a manner which allows for positive risk management
- Applicants whose personal experience includes addiction or offending must be able to demonstrate a long-term period of sustained recovery

### Professional Skills

- Effective time management, able to prioritise tasks and plan and manage own workload
- Understand and respect personal limitations, able to identify when to seek support and advice.
- Proficient in the use of IT systems eg word, excel, powerpoint, email
- Experience of accurate and timely record keeping, monitoring processes, managing data and of producing professional reports
- An understanding of data protection and confidentiality
- **Full driving licence**
- **Must hold employment rights to work in the UK**