

Job Description

Post:	Women's Wellbeing Navigator (Ref: MKWCN)
Responsible to:	Centre Manager
Hours:	Part Time, 20 hours per week (ideally 10-2pm Mon-Fri)
Remuneration:	£11.45 per hour, payable monthly
Location:	Milton Keynes Women's Centre
Holiday:	28 days pro rata + bank and statutory holidays

Vetting process will include an enhanced DBS check and satisfactory references along with level 1 vetting/prison clearance

SUMMARY

We are recruiting a Wellbeing Navigators who will be part of a team based in our new women's centre in Milton Keynes, providing person-centred support focusing on addressing a range of issues faced by service users who are at risk of being involved or are involved in the criminal justice system.

The centre provides a safe space for women to attend and access support services from a multitude of service providers. The centre provides a space for professionals to co locate to provide an excellent and comprehensive support package to the women.

The Wellbeing Navigator Role will involve:

- Meeting and greeting all who access the centre including service users and professionals from partnering agencies
- Ensure all accessing the centre sign in and are welcomed
- Communicating well with all users of the centre
- Identify the needs of individuals
- Creating Action Plans to assess service users' needs and monitor progress and keeping up to date clear records
- 1-1 case work and managing own caseload
- Assist with facilitating centre activities and courses
- Motivating and encouraging engagement in support groups and volunteering opportunities
- Working closely with and signposting to professionals and other agencies as necessary
- Providing support, with the aim of reducing offending and empowering service users to lead their own independent lives
- Support with the day-day running of the Centre (including overseeing service users who use the center, cooking and cleaning when necessary)
- Attend team and staff meetings and training as and when required
- Cover and support colleagues in our other women's centre's in Kettering and Milton Keynes, and the allotment in Northampton, as and when required

Qualifications

- To have a relevant qualification to a good standard or be working towards one. (including any recognised qualification of 'A' Level standard or above in any aspect of social care, advice work,

psychology, criminology etc.



Knowledge

- Knowledge and understanding of the requirements of managing a caseload including maintaining and updating records, remaining focused on action plan goals, and keeping to deadlines
- An understanding and knowledge of the barriers faced by people with complex and multiple needs, protected characteristics, disabilities as well as relevant specialist support services
- Knowledge of and commitment to safeguarding practices and policies, and ability to promote safeguarding among vulnerable clients and colleagues.
- Knowledge of the criminal justice system

Skills & Abilities

- Ability to work resiliently under pressure, meet deadlines, work on own initiative and part of a team
- Excellent verbal and written communication skills to ensure effective reporting and customer service
- Ability to assess clients' needs and provide tailored, person-led support through action planning and interventions involving advice, guidance, advocacy, and coaching.
- An ability to work sensitively with clients applying trauma informed strategies, actively listening and able to use a range of communication methods when providing information and support
- Ability to find innovative ways to work with service users to identify and find informed solutions to the challenges faced by them.
- Strong IT skills including proven experience of using Word, Excel, and Outlook in a similar work environment. This includes ability to use online video communication platforms (e.g. Microsoft Teams, Zoom)
- Effective interpersonal and relationship building skills including ability to develop strong professional working relationships
- Ability to develop and maintain a workplace environment which is both safe, supportive, enabling your colleagues and service users to thrive.
- Ability to negotiate and diffuse challenging situations
- Ability to be a flexible, supportive and encouraging team player
- Ability to facilitate groups and motivate participation
- You must be a driver and have access to your own vehicle

Attitude

- Pro-active and able to work under pressure and on own initiative
- Commitment to consultative & collaborative ways of working
- Commitment to and understanding of safeguarding and professional boundaries
- Personal and professional integrity
- Positive attitude towards staff and peers
- Emotionally resilient
- Personable and solution focussed
- Awareness of and commitment to equal opportunity and diversity practices and policies, ability to promote diversity and treat colleagues and clients fairly and with respect.

What we will do to support you in this role

We will provide the following resources to assist in the successful achievement of the responsibilities outlined above:

- On-going and targeted learning and development that will support and enable you to deliver the role to a high standard
- A full induction
- Continuous support and supervision including reflective practice to develop your learning and skills as a practitioner
- A fully supportive team environment with regular and ongoing supervision