

Person Specification



Care Navigator

The criteria below reflect the realistic requirements in terms of skills, abilities, qualifications and personal attributes necessary for effective performance in this post.

	Essential	Desirable
Qualifications/ Experience	<ul style="list-style-type: none"> ✓ Minimum SVQ/NVQ Level 3 ✓ Experience of working with primary or secondary health/social care services ✓ Experience of signposting services for individuals ✓ Experience of producing regular reports for senior management and CQC 	<ul style="list-style-type: none"> ✓ Evidence of study at Diploma or Degree level ✓ Experience in health and social care field including safeguarding, motivational interviewing, mental health awareness ✓ Experience of delivering health and wellbeing interventions in a case management approach ✓ Experience of clinical databases and creating reports for CCG and Board of Trustees ✓ Customer Service qualification
Skills and Knowledge	<ul style="list-style-type: none"> ✓ Ability to facilitate and support people with complex needs ✓ Knowledge of health and social care system and the application of wellbeing and prevention ✓ High level of IT skills including Microsoft software and to be able to process information electronically on data bases, maintain records and produce reports 	<ul style="list-style-type: none"> ✓ Experience of working in a day hospice environment ✓ Experience of pathway navigation in a health/social care system
Personal	<ul style="list-style-type: none"> ✓ Highly organised ✓ Good planning skills ✓ Work to agreed targets ✓ Ability to facilitate, engage, motivate and support clients and their carers ✓ Excellent oral and written communications skills ✓ Ability to support and empower clients to make their own decisions ✓ Ability to work alone or as part of a team ✓ Flexible approach in coping with varying demands of the role 	<ul style="list-style-type: none"> ✓ Community connectivity
Other	<ul style="list-style-type: none"> ✓ Full current driving licence with ability and willingness to use own vehicle ✓ Commitment to the work and values of Blythe House Hospicecare 	