

Care Service Navigator

The role

Care Services Navigators will support people affected by MND, their families and carers to navigate health and social care services. They will empower people affected by MND to become involved in care decisions and service development to ensure they meet the specialist needs of people with MND. They will also support informal carers so they can continue to support the person with MND for as long as they feel able.

Care Service Navigators will also play a key role in sharing information to support the development of specialist training/ education/ information for health and social care professionals to enable them to provide better support to people with MND.

Whilst professional qualifications or personal experience of MND are not essential, empathy with people affected by neurological conditions and an in depth knowledge of health and social care services would be an advantage.

Tasks

On completion of training/mentoring, induction and registration, Care Service Navigators would be expected to take on the following:

- Support people with MND to understand and use both social service and personal health budgets and exercise choice when accessing services
- Empower people affected by MND to engage with health and social care organisations to ensure services are designed to meet their individual needs
- Build up and maintain knowledge of local health and social care organisations
- Support carers by promoting carers assessments and signposting to carers organisations
- Feedback information and experience to the Association to help the development of specialist training/ education/ information for health and social care professionals
- Support the Association in gathering information which will help people affected by MND to access personal health budgets when available to them
- Attend support and review meetings and other development events identified

Skills or experience that would be helpful

- Understand the need for, and be willing to participate in, support and review meetings and development opportunities
- Good listening and communications skills and the ability to liaise with staff, volunteers and other relevant professionals
- The ability to develop and maintain supportive relationships whilst respecting different lifestyles and choices in a non judgmental way
- Understanding of confidentiality and the importance of data protection
- Knowledge of health and social care services
- Knowledge of support services for carers
- Access to computer with ability to use email, word and to use the internet to gather information
- Full driving licence, use of car and willingness to travel within an agreed area.

How will you be supported?

- Relevant training and full induction to the role and the Association will be provided including access to any further development opportunities which would enhance your ability to carry out the role
- Ongoing support and guidance will be provided on a regular basis
- All reasonable out of pocket expenses such as travel costs and phone calls will be reimbursed.

Time commitment

A minimum of 4 hours per week (on average) to the role