

Job Title	Reception Navigator
Working pattern/hours	37.5 hours per week (full time)
Location	WECIL Office
Salary Banding	5 Co-ordinator, Project Worker, Advisor
Salary Range	£25,621 – £28,287 per annum
Responsible to	Head of Community Services
Responsible For	N/A

Role Purpose

WECIL Navigators are the first point of contact for all new demand to WECIL. To effectively answer all incoming demand, ensure accurate information is captured and ‘clean’ information passed on to relevant teams. To resolve incoming demand where possible e.g. by carrying out some basic research or directing the Disabled person to a resource.

To look at the Disabled person’s situation holistically and work with them to find solutions both within WECIL and by actively referring to external organisations with the support of the wider team.

The Reception Navigator will be permanently based in the WECIL offices ensuring that there is expert support for any Disabled people who attend the office in person with a disability-related issue to resolve.

Key tasks or duties:

- To respond to incoming demand from Disabled people via email, phone line and walk-in, ensuring that Disabled people needing support receive a quick and knowledgeable response.
- To identify if incoming referrals require specialist support either from within WECIL or via another agency or community partner (for example benefits advice, mental health support, accessing the correct care and support etc.).
- To effectively allocate work to the correct department and Navigator team. To be able to book appointments into individual diaries, request the information needed for a successful appointment and manage expectations on waiting times.

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- To process referral forms into WECIL and ensure work is effectively allocated within a reasonable timeframe.
- Where possible, resolve as much incoming demand in the first instance where specialist support is not required, for example if we need to signpost someone to another organisation.
- To actively work with Disabled people to find holistic and supportive solutions which meet their needs.
- To work with the Disabled person during referrals to other organisations (for example making joint phone calls) to ensure they feel supported during any transition.
- To work closely with the rest of the Navigator team and joint work on cases where necessary.
- To work closely with other professionals involved in the Disabled person's life, where necessary and with consent, to promote effective communication between all parties and achieve the best possible outcomes for the Disabled person.

Supervision:

Responsible to: Head of Community Services

Responsible for: None.

Independence of Action:

- Identification and reporting of areas which need improving.
- Finding ways to take feedback from people who use the service and involving them in designing service improvements.
- Supporting Disabled people to access the range of WECIL's services.
- Working with your WECIL colleagues and (Council/External) Social Work Teams to deliver on the purpose of the service.
- To prioritise and support Disabled people with what matters to them.
- To work with a high level of autonomy, and the ability to work primarily from own initiative.

Budget Responsibilities:

None

Environmental Responsibilities:



To support the work to achieve WECIL's Climate Action.

WECIL Employee Responsibilities:

- To maintain accurate records using Civi CRM Database.
- Use of Microsoft Office package.
- Taking a person-centred approach to handling customer demand as it comes into WECIL.
- Responsibility and care of equipment required to carry out the role.
- Ensuring that the agreed processes are followed and are suitable to Disabled people's needs.
- Promoting the Social Model of Disability, supporting Disabled people to overcome any barriers they face and empowering them to have choice and control over their lives.
- An understanding of inclusion and the need to treat people from all backgrounds with dignity.
- Ensuring the service is as accessible as possible to the widest range of people e.g. providing information in a range of formats, providing translating and interpreting as required.
- Work within WECIL's GDPR and Data Security Policies.
- Implementing WECIL's Safeguarding Policy and taking a proactive approach to ensuring everyone who accesses the service is safe, and any Adults at Risk are identified and supported.
- Uphold WECIL's Equal Opportunities Policies and ensure effective implementation in all relevant aspects of service delivery and staffing.
- Act at all times within WECIL's rules, policies, procedures, Standing Orders and Financial Regulations and any other statutory requirements.
- Observe WECIL's Code of Conduct at all times and advise any suspected breaches to the Line Manager.
- To work to the WECIL Charter and support other staff members to do so.
- To undertake training and development opportunities as required.
- To attend staff and team meetings as required.

- To follow WECIL's Co-production Guidance to continuously develop the service through feedback and consultation with service users.
- To collaborate with internal and external stakeholders to help Disabled people achieve what matters to them.
- Mentoring and supporting new members of staff and colleagues.
- Time management of work-load to ensure contract KPIs and WECIL OKRs are met for the Team.

Person Specification

Essential Skills and Experience

- Good customer service and communication skills including empathy and listening in person, over the telephone, online meetings and in groups with the ability to adapt communication style to meet the needs of the audience.
- Competent or confident IT skills; for accurate record keeping and to create and populate documents, use internal databases, online platforms and Microsoft 365.
- Ability to be flexible, reflective and solution-focussed when problem solving.
- Ability to network with a wide range of partner organisations and Health and Social care professionals to find solutions for the Disabled person and to market the service.
- Good standard of English and Maths.
- Excellent working knowledge of the community, voluntary or health and social care sector.
- Experience of working with Disabled people
- An understanding of the barriers and challenges Disabled people face in daily life.
- Knowledge of Social Model of Disability – all roles at WECIL require a commitment to working through the Social Model, including use of language and attitude towards others.

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- An excellent understanding and commitment to equality, diversity and inclusion in service delivery.
- An understanding of safeguarding.
- A collaborative approach to work and the ability to carry out partnership working internally and externally.
- Ability to recognise and maintain appropriate boundaries.
- Creative thinker who can work with individuals to find appropriate and person-centred solutions.
- Ability to manage own administration.

Desirable:

- Lived experience of disability issues (for example, you may identify as a Disabled person, or you may be a carer).
- Experience of working as a Navigator or social prescriber.
- Good understanding of cultural competence and experience of working in multi-cultural settings.
- Experience and knowledge of relevant statutory authorities and social care assessment processes.
- Ability to create strong relationships with key internal and external contacts.
- Expertise in Disability benefits.
- Expertise in supporting families with Disabled children, EHCP's etc.