**Job Description**

**Job Title: Healthcare Navigator**

**Responsible to: Primary Care Lead**

**Accountable to: Head of Healthcare**

Practice Plus Group’s mission is **Access to Excellence**. Our core values are;

* we treat patients and each other as we would like to be treated
* we act with integrity
* we embrace diversity
* we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we’re at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

# The role

The Healthcare Navigator role will add significant value to the experience of the prisoner, prison staff and to reducing the risk of self-harm and suicide alongside wider impacts on families. This role will provide reassurance, guidance and signposting to health and social care services that will contribute to minimising distress and risk.

You will also;

**Deliver** non-judgemental, compassionate care within the financial framework that is safe, high quality and in line with CQC requirements. This will be achieved through adherence to policies and procedures and compliance with statutory responsibilities whilst driving excellence.

**Inspire** trust and excellence in people by pro-actively building close working relationships with all relevant services that are involved with the care of and management of offenders. Key stakeholders will be assured knowing we provide a service that people can trust, feel safe within and feel proud of.

**Promote** best practice, clinical supervision, evidence-based care and continuous quality improvement embedding a culture of shared learning.

**Share** knowledge, skills and expertise to ensure safe care, bridging multi-disciplinary teams of clinical and non-clinical colleagues who support each other to do a great job.

# Your responsibilities

* Bridge HMPPS and healthcare providers to enable improvements in joint care.
* Improve identification of risk factors during early days in custody.
* Offer a visible presence in the First Night Centre / Induction Wing – accessible and available.
* Address vulnerabilities associated with early days in custody inclusive of reducing self-harm.
* Improve Induction into establishments.
* Create greater awareness of healthcare and social care options and the range of services available.
* Support access to those services i.e., use of PODS, application process especially for people from diverse backgrounds or with specific needs
* Improve partnership working between services – particularly social care, Safer Custody teams.
* Improve engagement rates into healthcare and reduce did not attend appointments.
* Assist with improving patient choice regarding healthcare interventions.
* Further support social prescribing and promote and manage Health Champions.
* Set up and run specific patient forums particularly relating to post ACCT.
* Input into complex case meetings.
* Be responsible for logging and making referrals
* To offer appropriate support and guidance to patients and their families/carers
* To plan / organise work using own initiative, whilst being able to work as a valuable member of a team.
* Provide coordination of and participate in relevant internal and external working groups and provide project advice, expertise and support where requested.
* To communicate clearly and professionally in a way in which patients will be able to understand and feel supported.
* To record patient interventions on relevant electronic database systems (e.g., SystmOne and Prison Systems) and contribute to report generation, analysis and production.
* Use clinical systems for record keeping, audit and evaluation.
* Develop and implement data collection systems that will provide accurate and timely data.
* Maintain confidentiality.
* To use a range of verbal and non-verbal communication tools to communicate effectively with patients, carers and families and colleagues.
* To provide reassurance, guidance and signposting to health and social care services that will contribute to minimising distress and risk.
* Identify learning needs, plan, implement and evaluate programmes of education to meet identified need.
* Establish own support mechanisms to enable structured reflection, including supervision, development of supportive networks mentoring and coaching.
* Required to communicate across the health community and with patients / carers where the nature of the information given may be sensitive and could be disputed.
* Assume personal responsibility for the security of issued keys.
* Understand and comply with prison orders, procedures, and instructions in your area of work.
* Comply with all security requirements.
* Respond to any situation or circumstance that might indicate a threat to security of the establishment or to the safety of an individual, completing Incident, Security, Injury, or other reports as appropriate.
* Report breaches of order and discipline including reporting and recording untoward incidents according to local protocol.
* Contribute to effective risk assessment and management procedures**.**

# About you

* Qualified RGN with active registration and experience in primary care.
* Experience of multi-professional collaboration including working in partnership with other statutory and voluntary organisations.
* Experience of setting up and implementing internal processes and procedures.
* Experience of dealing with sensitive/confidential information.
* Ability to prioritise and organise workload to meet deadlines.
* Ability to work under pressure with constant interruptions requiring skills in multi-tasking, maintaining accuracy at all times.
* Understanding and able to deal with confidential and sensitive issues when liaising with team members / other professionals.
* The post holder should be empathetic and skilled in listening, persuasion and negotiation, and recognizes care, compassion, competency, communication, and commitment in their role.
* To have excellent IT skills, to include Microsoft Office, Outlook and Excel
* Ability to demonstrate an understanding of change management and new ways of working.
* Ability to work effectively and autonomously
* Knowledge of current National Prison Health Quality & Performance Indicators
* Ability to manage complex & challenging behaviour
* Ability to work in a challenging secure environment and adhere to all security requirements of the prison.
* Healthcare staff may be required to navigate a large number of stairs and cover long distances in a single shift. In medical emergencies, equipment must be carried to the site of the emergency.



# Additional information

**Disclosure and Barring Service-** a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

**Prison Vetting-** a HMPPS (His Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

**Education and Training-** continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.