



[www.bettertogetherwestcheshire.org](http://www.bettertogetherwestcheshire.org)

**0300 102 0008**

**CARERS  
TRUST**  
**Cheshire and  
Warrington**

## **Job Description**

<b>Title:</b>	Community Navigator - Chester
<b>Salary:</b>	£27,852 FTE (based upon 37.5 hours)
<b>Hours of work:</b>	18 hours per week over 3 allocated days, including a commitment to work until 5pm once a week and Saturdays 9 - 12.30 on a monthly rota.
<b>Responsible to:</b>	Service Lead
<b>Holiday entitlement:</b>	23 days p.a. plus Bank Holidays (pro rata). An additional 3 days holiday pro-rata is awarded between Christmas and New Year. This entitlement increases based on length of service (see staff handbook)
<b>Area of work:</b>	Based in Chester with regular travel across Cheshire West and Chester (mileage allowance payable for these journeys away from office base)

### **Aims and objectives**

Community Navigators will work as part of the Better Together team to provide support, advice and guidance to adults who contact the service. The role will involve attending nine regular Let's Talk sessions across West Cheshire, widely promoting the Better Together service offer in local communities. You will be responsible for signposting and referring into relevant organisations. Other responsibilities include; liaising with Health, Social Care and VCFS organisations at community events and meetings and attending information sessions across the borough, in partnership with other key organisations.

### **Duties and responsibilities**

1. Attend Let's Talk groups across Cheshire West and Chester
2. Support promotion of the Better Together service for carers, adults and older people with a wide range of organisations across Cheshire West
3. Develop strong connections with local services, voluntary groups, and community resources to maintain up to date knowledge of support services available across Cheshire West and Chester and build relationships & local knowledge particularly Warm hubs, Citizens Advice, Social Prescribers, and Food Banks.
4. Develop effective relationships with each of the Community Partnerships, attending events and activities.

5. Promote community led services, encouraging a strength-based approach in practice.
6. Empower adults with the knowledge of resources to access information & support independently
7. Make referrals to the Better Together commissioned and non-commissioned services and other external organisations as required.
8. Ensure the safety of adults and carers and those they care for, making appropriate referrals for assessment or safeguarding purposes using agreed processes.
9. Answer calls on the Better Together Adult Services Contact Line, answering calls, responding promptly to messages and emails. Respond to any specific enquiries relating to adults if not resolved through single point of access/webpage offer, Live Well & Let's Talk.
10. To keep records of all referrals and contact with carers, adults and older people and professionals using Upshot database.
11. Undertake any other duties necessary to support Cheshire & Warrington Carers Trust as required by the Service Lead, Management team and the Board of Trustees.

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