

Volunteer Role Description

Title:	Community Navigator	Department:	Wokingham Borough
Reporting to:	Community Navigator Coordinator	Responsible for:	n/a
Location:	Community Locations	Last update	November '15

Overview

Involve Community Services is a local charity supporting the voluntary and community sector across Bracknell Forest and Wokingham Borough. We deliver development, support, funding advice and guidance and training as well as running a number of other projects including; in Bracknell Forest: the Volunteer Centre, Supported Volunteering and the Befriending Service and in Wokingham Borough: the Volunteer Community Navigator Scheme.

Job summary

To be part of a team of volunteers linked to GP surgeries and community venues who work with individuals to identify their non-medical support needs, and refer them to appropriate sources of social support in their communities across the Wokingham Borough.

Main Job Tasks and Responsibilities

- Undertake initial conversations with clients to gain an understanding of their life, health condition and how it affects them and to explore options for social support
- Provide information via use of a tablet such as local opportunities/groups, telephone numbers and other helpful information
- Connect client to local support and services, encouraging them to make contact and providing appropriate assistance if necessary
- Undertake follow up conversations to ensure that clients have been able to access appropriate services, and support clients with this as necessary

Person Specification

- Good communication skills; ability to actively listen, ability to speak clearly and concisely.
- Personable; friendly, respectful and non-patronising, polite and courteous.
- Empathy; sensitive to an individual's needs and feelings, able to relate well to older and vulnerable people, non-judgemental.
- Reliability; attends appointments on time, keeps appointment changes to a minimum and makes necessary arrangements in the event of any change or cancellation.
- Impartiality; ability to refer to groups, activities and services that can meet an individual's needs, regardless of whether you have a preference for or connection with a particular service.
- Mature disposition and sense of humour.
- Understanding of and commitment to confidentiality.
- Ability to keep accurate records and notes using a computer.
- Willingness to send monitoring information to the Coordinator periodically.
- Requirement to undertake training, including: safeguarding and lone working and

any other appropriate training which may be required before undertaking certain tasks.

- Requirement to work to guidelines and policies on Health & Safety, confidentiality, equalities and data protection.

How much time is involved

1 day training sessions to start, followed by a minimum of 6-8 hours per week, plus regular team meetings and occasional training throughout the year. The role could be undertaken flexibly as agreed with the Community Navigator Coordinator at involve.

Expenses & Insurance

involve will cover agreed out of pocket expenses for volunteers, including travel. Volunteers will also be insured whilst volunteering for the Community Navigation service.

Contact details

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