

## Navigation Practitioner

### Role Purpose

- To deliver excellent drug and alcohol services to those who use our services and their significant others, including family members friends and carers, to facilitate positive outcomes.
- To manage a case load and coordinate and deliver assessment and evidence-based interventions (brief and structured), recovery planning and aftercare planning.
- To work collaboratively with colleagues and key stakeholder across multi-disciplinary teams, ensuring adherence with all Via policies and Safeguarding principles.

### Key duties and activities of the role

- Provide high quality, person centred, low threshold services, responding to the individual and diverse needs and preferences of people and their significant others.
- Deliver evidence-based psychosocial one-to-one and group interventions as part of an effectively integrated care package and to take an assertive approach to people disengagement.
- Deliver harm reduction advice, guidance and education including the needle & syringe programme delivery, brief and extended recovery interventions, blood borne virus intervention, overdose prevention including naloxone programmes.
- Enable service users to access education and employment services and health, wellbeing, and recovery support activities and to signpost to other available services.
- Support volunteers, peer mentors and service user representatives to take an active part in Via services.
- Identify risks and take appropriate action in accordance with local, national and organisational Safeguarding policies and procedures.
- Actively contribute to multi-disciplinary review meetings internally and externally.
- Maintain accurate and timely records using the designated case management system in compliance with Via Information Governance policies and procedures.
- Work flexibly, including across multiple sites and peripatetically when required.
- Contribute to the Navigator Team in providing assertive outreach, in collaboration with external services, to draw in those clients who are treatment naïve, who drop out of service regularly or those who are difficult to engage.

### Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups. With a proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in working directly with people and their significant others.

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**Care      Be human      Do the right thing**

- Demonstrable ability to deliver a high-quality level of service to people with complex needs. This includes the ability to work with people on a one-to one basis or to facilitate group sessions, to be able to complete assessments, care and support plans, risk assessments and to complete case recording to a high standard and in a timely way.
- Good IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- A demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE) and any other relevant bodies.
- A demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.
- The ability to work calmly under pressure, ensuring that deadlines are met and information is recorded in a timely manner.
- The ability to communicate effectively, both verbally and in writing, in different settings (e.g. written, spoken, presented, etc) and to different groups of people.
- NVQ/QCF/RCF Level 3 in Health and Social Care or equivalent. Or the ability and commitment to complete this within 2 years of employment (training & support provided).
- Passion for working with substance misuse services or with other socially excluded or vulnerable groups.

## Responsibilities for all Via staff

- To work within the Via values of **Care, Be human and Do the right thing**. Support and collaborate with all colleagues and engage with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with Via policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control					
Version Number	Date Salary Banded	Salary Banding	Authors Initials		
1.1	04/04/2024	Band 4	LP	JS	CA
1.0	09/02/2022		LP		