



Bridgend Association of Voluntary Organisations
Cymdeithas Sefydliadau Gwirfoddol Pen-y-bont ar Ogwr

JOB DESCRIPTION

Job Title:	Community Navigator
Employer:	BAVO, 112-113 Commercial Street Maesteg CF34 9DL
Salary:	£25,979 per annum pro rata per annum
Contract type:	Fixed term: to 31 March 2025; subject to ongoing funding
Pension:	8% non-contributory
Hours of work:	18.5 hours per week
Holidays:	26 + 8 Bank Holidays pro rata per annum
Office Base:	Maesteg with agile working and travel throughout Bridgend County Borough The role may involve homeworking or community base working The place of work may change due to relocation or other good reason.
Responsible to:	Operations and Partnerships Manager, BAVO (or alternative identified Manager)
Other benefits:	We are committed to supporting workforce wellbeing, and encouraging diversity in our workforce. BAVO offers an Employee Assistance Programme and reduced HALO gym membership cost (corporate rates apply).

About BAVO

Our mission is to support, promote, empower and upskill third sector organisations so that they are effective and efficient, informed and influential and can make a positive impact on people's lives.

We connect people to groups and to one another so that they may play an active and positive role in their communities.

As the umbrella body for third sector organisations within Bridgend County Borough, BAVO offers support, information, advice and training to all voluntary and community groups and social enterprises operating within the county. Our impact reports can be found here:

<https://www.bavo.org.uk/about-us/impact-reports/>



Scope

Our Navigator service supports people in communities who are either referred to us or who self-refer to our service looking for help. Our Navigators also connect with various community hubs which are staffed by employees of partner agencies such as the council, Police and health agencies. Our Navigators can connect individuals to appropriate services and community support, enabling people to access a range of statutory, private and/or community-based help, whichever best suits their situation and needs.

When someone is referred to us the focus of support is to provide information and choice. Community Navigators will assess “what matters” to the individual and how those needs can be met through building personal resilience and/or signposting. They will work collaboratively with voluntary and community groups and other partner agencies to improve people’s health and wellbeing by getting the individual the timely help and support they need.

Community Navigators need to get to know ‘their patch’ well. They will share their knowledge about the third sector service and activities with the rest of the team. They will maintain a database and they will also ‘track’ an individual’s progress where appropriate. Community Navigators form a key element of our county’s Wellbeing Plan.

Purpose of the post

This post has a pivotal role in promoting and supporting the use of the third sector services in meeting the health and wellbeing needs of people within the county borough. The post holder will be employed by Bridgend Association of Voluntary Organisations (BAVO); however, they could be based within a range of community settings which provide early help and preventative support.

The Community Navigator will ‘make every contact count’ by assisting residents with information, advice and/or assistance to access local services and support, so that they may benefit from what is available outside of formal statutory sector provision, if that is more appropriate to their needs.

The post will involve working as part of a team but will also require independent working with clients.

This will include visiting some people at home or in community venues and will therefore require a high degree of flexibility to meet people at mutually convenient times; and where necessary to personally support them in attending community activities of their choice. BAVO operates a

monitored lone worker device system for this purpose.

Main duties and responsibilities

To work and develop good, effective community links that will help the team, the Community Navigator will:

- increase choices for the individual;
- support and empower clients;
- improve the social and emotional wellbeing of the individual;
- promote independence for the individual;
- reduce social isolation, loneliness and exclusion;
- enable people to use existing community-based resources and facilities.
- Continuously collate data on third sector provision available

Tasks

- To provide third sector input into 'access to services', ensuring that all advice and guidance to service users is relevant, accurate and aims to achieve the best outcome for service users;
- Participate in regular 'case' meetings with partner organisations, support services and/or other team members to ensure the help offered to the individual is smooth and consistent;
- To develop and maintain an in-depth knowledge of the local provision. Upload, update and maintain relevant information on the infoengine/DEWIS website and/or other system as required (training will be given);
- Work with others on the referral/signposting processes to voluntary/third sector organisations;
- Where needed, track the client's progress via our relevant system;
- Ensure achievement of targets and outcomes, and provide reports;
- Ensure safe working practices are maintained as set out within BAVO's policies/procedures;
- Encourage client feedback and user involvement as directed;
- Positively promote the work of the Early Help / Community Hubs and all relevant partner organisations;
- Attend all relevant training for the role (including potentially NVQ level);
- Be committed to and uphold the fundamental principles/ethos of BAVO, working within our policies and procedures and attending training, support and supervision sessions as required.

This post is essential to promote the value of the third sector in contributing to the health and wellbeing of the residents of Bridgend County Borough by:

- providing a central resource for raising the profile of community and voluntary services available within county borough;

- enabling more informed advice, guidance, signposting and referrals to meet client's needs;
- sharing and developing learning within the Early Help Hub (EHH) Team (and across the community teams it supports) about multi-agency working.
- Collating outcome and impact information relating to the service.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager and may be asked to carry out any other delegated duty or task that is in line with their post or meets organisational need.

The role requires a positive attitude and can-do approach and needs to embrace a team working environment.

Job descriptions are subject to regular review.

This job will be subject to an enhanced DBS check / additional barring checks.



PERSON SPECIFICATION

Essential and desirable skills, abilities, experience, knowledge and special requirements for the post.

This form also indicates how the different requirements may be assessed during the selection process: A = Application Form, I = Interview

	Method of assessment	
ESSENTIAL	A	I
Qualifications		
Educated to GCSE NVQ Level 3 or equivalent by experience.	√	
Experience		
Experience of workplace problem solving.	√	√
Experience of working in a busy multi-agency/team environment.	√	√
Experience of working within the third/voluntary sector.	√	√
Knowledge/Skills		
Basic knowledge of Primary Care and Social Care Services to a level that demonstrates ability to understand how this role will work within a wider system.	√	√
Knowledge of the roles of agencies providing services to/within the third sector.	√	√
Competencies		
Ability to communicate with people at all levels.	√	√
Demonstrable ability to work with individuals to identify what matters to them and co-produce a plan to meet those needs.	√	√
Effective written and verbal communication skills.	√	√
Proficient at using Microsoft Office Suite or 365.	√	
Presentation and report writing skills.	√	√
Effective team working.	√	
Effective management of time and work/case load.	√	
An understanding of safeguarding issues.	√	√
Ability to promote equality of opportunity, non- discriminatory practice and diversity at all times.	√	

ESSENTIAL	Method of assessment	
Ability to deal with enquiries sensitively and confidentially within current Data Protection and safeguarding protocol.	√	√
Ability to respond to, and seek support for, emergency situations when required.	√	√
Demonstrate flexibility and open mindedness to different ways of working.	√	√
A positive attitude to partnership working and an understanding of the value of third sector services.	√	√
Able to work occasional unsociable hours.		√
Able to work and travel throughout Bridgend County (with occasional travel to meetings across South Wales).	√	√
Hold a UK valid, full and current driving licence and have use of a car	√	
DESIRABLE		
NVQ in Advice and Guidance.	√	√
Relevant additional training in the health and social care field such as safeguarding, motivational interviewing, mental health awareness.	√	√
Understanding of the 5 Ways to Wellbeing and its practical application.	√	√
Ability to communicate through the medium of Welsh.	√	√

BAVO can only employ people who are eligible to work in the UK

The above post is subject to appropriate DBS checks.



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