



## Care Navigator Job Description

<b>Special Terms:</b>	Full-Time – 37 Hours per week Permanent <i>Hybrid working (currently working out of 2 Indigo bases, couple of times a week as per rota requirements)</i>
<b>Salary:</b>	£27,927 + 10% pension
<b>Accountable to:</b>	Care Navigator Supervisor
<b>Closing Date:</b>	07/01/2025 at 12:00pm
<b>Interview Date:</b>	15/01/2025
<b>Panel:</b>	Care Navigator Supervisor, Indigo Head of Operations, LGBT Foundation HR and GTD Healthcare representative.

### Role Summary

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives aimed at meeting the needs of lesbian, gay, bisexual and trans people.

**Indigo Gender Service** is setting the national standard for a pioneering, localised and person-centred primary care led partnership that enables trans, non-binary and gender variant people to reach their full potential.

The Care Navigator is a dual aspect role. Care Navigators provide a coordinated approach of essential practical support, non-clinical advice and advocacy to individuals who are accessing or wishing to access the service. Care Navigators also undertake administration for the service to ensure a consistent, empathetic, and trans-affirmative approach throughout the service that is informed by the needs and experiences of trans and non-binary people.

This non-clinical role ensures that the needs and experiences of trans and non-binary people are at the centre of the GM Trans Health Service.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans\*, non-binary, and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

As this role focuses on working for a service specifically designed by and for trans and non-binary communities, we believe lived experience of being trans and/or non-binary and having experienced NHS gender transition services will be hugely valuable to the role.

Our values and behaviours are an important part of who we are; we feel it is essential to get the right people to work with us, so these values need to be as important to you as they are to us.

\*Trans is an umbrella & inclusive term used to describe people whose gender identity differs in some way from that which they were assigned at birth; including non-binary people, cross-dressers, and those who partially or incompletely identify with their sex assigned at birth.

## **Indigo Statements of Principle**

- Trans people are the experts of their own experience – our services are trans led, with trans and non-binary people guiding and feeding into them at all levels.
- Support is person centred – we recognise that there are as many ways to be trans and non-binary as there are trans and non-binary people in the world and we tailor our support to meet each person's individual needs.
- Care is safe and affirmative – we support trans and non-binary people to be well informed about their choices by sharing knowledge, explaining options, promoting health, and trusting people to make decisions that are right for them.
- Knowledge is power – we share our knowledge and best practice with other services, showing leadership and empowering them to better meet the needs of trans communities.
- Care is delivered locally – trans and non-binary people are supported to access the full range of assets in their local communities and to maximise their wellbeing.
- We take a multidisciplinary approach to care – we bring together knowledge and expertise from different fields and backgrounds to ensure our service delivers the highest quality care to trans communities.

This is a pivotal role in providing support and signposting for trans and non-binary people accessing Indigo Gender Service. The post-holder will work across Greater Manchester (GM) and

be based at and employed by LGBT Foundation but work both from home or at the LGBT Foundation centre, or in GM localities across the region.

The post holders will carry out a holistic discussion of service users' individual needs and develop an action plan to support each service user. The plan will be monitored and reviewed to ensure that patients are supported to achieve their desired outcomes. The aim of the role is to provide proactive, practical support enabling patients to increase their awareness of the support services available to them, to increase connections and improve support networks for patients, and to communicate what patients should expect while accessing Indigo Gender Service.

The post holders will be knowledgeable about NHS gender identity service pathways and will have experience of working with trans and non-binary communities. The role calls for a significant amount of emotional intelligence and personal resilience in order to support people who may be going through potentially challenging circumstances. Patients will present with a variety of needs and these will be supported on an individual and tailored basis.

## **Role Accountabilities**

### **To deliver effective navigation service**

- To deliver a high-quality service to provide seamless and accessible pathways of practical, emotional and social support for trans and non-binary people.
- To communicate with patients of Indigo Gender Service in person and by phone/online, including travelling within the 10 boroughs of GM to meet patients at a convenient and comfortable location for them.
- To act as a point of contact for service users and ensuring that there are regular reviews, that progress is being made and that each individual's goals are being met.
- To communicate with people accessing Indigo Gender Service with a high degree of empathy, understanding, diplomacy, honesty, and integrity.
- To support self-management, by signposting patients to appropriate information and resources.
- To understand safeguarding principles and apply them to work undertaken with patients.

## **To provide administration for Indigo Gender Service**

- To provide administrative support to the clinical team, ensuring information is up to date.
- To be responsible for appointment bookings, changes, and cancellations.
- To ensure connectivity between the patient-facing aspects of Indigo Gender Service and the service's back-office functionality.
- To facilitate, coordinate and follow-up referrals to treatment and support services, including to voluntary and community organisations and other agencies.
- To support patients by answering calls to Indigo Gender Service's patient helpline.

## **To support the development of the Trans Health Service**

- To work with other organisations including NHS and voluntary sector groups and providers to consider how people from marginalised groups and who may experience barriers (e.g. disabled people, those who do not speak English as a first language) can best be supported to access and navigate services.
- To build and maintain a good understanding of Indigo Gender Service and the support available to trans and non-binary people in Greater Manchester.
- To build and maintain strong working relationships with both external and internal partners, participate in effective teamwork and develop good relationships with local organisations.
- To provide an exemplary standard of support, deliver practical solutions and improve quality of life.
- To regularly engage in co-production and to ensure that trans and non-binary people have continuous opportunities to give feedback and contribute to the development of the service.
- To be committed to continuing professional development, to participate in reflective practice and continuous learning, and share good practice.
- To provide advocacy and liaison between Indigo Gender Service and patients GPs.

## **LGBT Foundation Accountabilities**

- Display a genuine commitment to equality of opportunity and an understanding of the issues faced by all LGBT communities. LGBT Foundation will challenge any discriminatory behaviour or language if it occurs.
- Further, LGBT Foundation has a commitment to using the insight gained through it's work to make the organisation more inclusive and representative of all LGBT communities.
- Completion of specific tasks allocated through work plans, project plans and the annual business plan of LGBT Foundation.
- Provision of monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- Compliance with LGBT Foundation's policies, procedures, management and monitoring systems.
- We are a learning and development organisation and will consistently provide and support opportunities for staff to exceed theirs and our expectations. In common with all staff, you have a responsibility for drawing attention to your own training needs as well as those of colleagues that you work with that LGBT Foundation will then aim to support you with.
- Any other duties in line with your skills and abilities, as directed by your line manager.
- All staff are expected to maintain a flexible approach to their roles and respond to the LGBT Foundation's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

## Person Specification

We realise that we could miss out on incredible talent joining LGBT Foundation because someone might not see themselves in every single one of these criteria below. For example, research shows that women of colour are less likely to apply to a role if they don't meet all criteria.

Please don't be put off if you feel you don't tick all the boxes below. If you think you could be great for this job, but aren't entirely sure, please apply anyway.

## Skills & Abilities

- Excellent organisation, planning and time management skills.
- Ability to deal calmly and confidently with emotional and challenging situations.
- Excellent written and verbal communication skills and the ability to build positive relationships with key stakeholders.
- Ability to provide and report complex information to a high standard

## Experience

- Experience and understanding of providing support to people from marginalised communities.
- Experience of working collaboratively and as part of a wider team.

## Knowledge & Understanding

- Knowledge of the issues and experiences of trans and non-binary people, particularly related to health care and access.
- Knowledge of and interest in co-production and community involvement.
- An understanding of the use and importance of confidentiality.
- An understanding of and commitment to equality and diversity.

This role, in common with all staff at LGBT Foundation, will be expected to display a range of competencies specific to their grade and area of work. These will be measured during annual performance appraisals, and there will be an expectation that staff will be able to evidence the ways in which they have met these competencies over the course of the year.

## Terms and Conditions

- (i) **Hours** – 37 per week – with an expectation of evening and weekend work.
- (ii) **Annual Leave** – 26 Days per year – rising to 31 days after 5 years' service (*pro rata where appropriate*) – plus bank holidays.

- (iii) **Probation Period** – Post subject to successfully completing a 6-month probationary period.
- (iv) **Hybrid Working** – As an organisation we follow a hybrid method of working. As a result, colleagues work from home and our centre in Manchester and at our other clinic space (also in Manchester). Due to the nature of this role, there will be an expectation for at least once to twice a week presence within our Centre in Manchester as per rota requirements and this could change and grow as the needs of the service do. A commute would need to be self-funded so please bear this in mind if you don't live locally.

We understand that working for an LGBT organisation could impact on your identity, community, and/or culture. If you would like to discuss this or any aspect of the role further, please contact Natalia Pawelczyk (Indigo Head of Operations) on 0345 3 30 30 30 or via [Natalia.Pawelczyk@indigogenderservice.uk](mailto:Natalia.Pawelczyk@indigogenderservice.uk)