



## Care Navigator Team Lead

### Job Description

<b>Special Terms:</b>	Full time – 35 hours per week Permanent <i>Hybrid working (working out of 2 Indigo bases, couple of times a week)</i>
<b>Salary:</b>	£30,059 + 10% pension
<b>Accountable to:</b>	Indigo Head of Operations
<b>Accountable for:</b>	Care Navigator Team
<b>Closing Date:</b>	10 <sup>th</sup> October at 9 am
<b>Interview Date:</b>	Provisionally 15 <sup>th</sup> of October 2025
<b>Panel:</b>	Clinic Manager, Indigo Head of Operations 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 Team Lead will oversee a coordinated approach of essential practical support, non-clinical advice and advocacy to individuals who are accessing or wishing to access the service. The Care Navigator Team Lead will ensure that all administration undertaken by Care Navigators takes a consistent, empathetic and trans-affirmative approach throughout the service. The role holder will also carry out some Care Navigator duties. 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.

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.

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.

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\*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 holder 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 holder 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**

- Team Leadership: Lead monthly 1:1s and team meetings to review goals, address issues, and support development.
- Training & Onboarding: Coordinate onboarding for new Care Navigators and deliver targeted training on key processes. Identify skill gaps and arrange peer-led learning.
- Operational Oversight: Manage sickness, holiday approvals, any HR-related processes for the team and daily team support. Manage team performance and identify possible efficiencies.
- Maintain visibility and responsiveness to team needs, ensuring smooth daily operations.
- Systems & IT Support: Troubleshoot and escalate IT issues affecting Care Navigator workflows.
- Provide occasional in-person cover for the clinic, in the event of Care Navigator absence.
- Be the point of escalation for complex tasks and queries.
- Assist in some Care Navigator duties as above, as well helping to manage the relevant inboxes for the team and tasks.
- Be part of a multi-disciplinary team, including Indigo's Department Heads and attend relevant meetings, representing the Care Navigator Team.

### **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.
- Ability to resolve interpersonal conflict, confidently and calmly.
- 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 of line management, ideally managing people from marginalised communities.
- Experience and understanding of providing support to people from marginalised communities.
- Experience of working collaboratively and as part of a wider team.
- Experience of successful project delivery.

## 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** – 35 per week– with an expectation of occasional 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 a week presence within our Centre in Manchester. 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)