

# Care Service Navigator

## Role Profile

A Care Service Navigator supports people living with and affected by Motor Neurone Disease (‘MND’) to know how to both understand and make use of services available to them, such as social services.

### Tasks and activities

- Directly support people living with and affected by MND to understand and use care services
- Empower people to engage with professionals (eg. Health and social care) when specific support is needed or desired
- Maintain and share an accurate and up to date knowledge of local health and social care provisions relative to your location/context
- Promote support for families and carers, such as carers assessments and other certified resources, and signpost them to relevant support and information as appropriate.
- Feed back information and experiences to the MND Association regarding experiences which may help with development of training and education for health and social care professionals
- Adhere to the MND Association’s policies and procedures, including Safeguarding
- This role may require travel within an agreed area. Expenses are covered per our policies.
- Time commitment is variable depending on a number of factors – including personal capacity and local need.

This role is recruited through our Safer Recruitment process, which means that it includes an interview, two references, and a review process. A DBS/ Access NI check is also required as appropriate due to the nature of the role.

Successful applicants will complete a structured induction process, which involves specific training.

Volunteers receive ongoing local support from their allocated Community Support Coordinator (‘CSC’).

## About our Care Service Navigators

Across the MND Association, everything we do is underpinned by our Values.

We are **One Strong Team**

- We develop and maintain positive and supportive relationships
- We use great communication skills to engage with communities, professionals and peers alike
- We champion and participate in development sessions such as review meetings

We **think Big**

- We have a strong understanding of the health and social care services/ support for carers
- We undertake appropriate learning and development to help us in our role
- We use basic ICT skills to undertake our role - e.g. Zoom/MS Teams, email, Office 365

We are **Determined**

- We are prepared to learn about MND and its impact on people and their families
- We ensure that we take steps to ensure our own and others’ safety
- We understand the need for consent, confidentiality and the importance of data protection

We make **Every Day Count**

- We champion the [Vision and Purpose](#) of the MND Association
- We ensure people can access the information they need in a timely manner
- We are always respectful and kind