

<b>Position:</b>	Navigator Manager
<b>Employer:</b>	The Matthew Tree Project (reg. charity no. 1146401)
<b>Responsible to:</b>	BiB Project Manager
<b>Salary scale:</b>	£28,180 - £32,780 pa (National Pay Structure, Grade HEO)
<b>Hours:</b>	F/T 37.5 hours per week
<b>Terms:</b>	Fixed term contract – 5 years

## Role Description

The position of Navigation Manager is a pivotal role in the exciting collaborative partnership project, funded by The Big Lottery called 'Building Lives in Bristol (BiB)' that started on 1 July 2016 and will be developed over the course of the next 5 years.

The role sits in-between the pioneering and innovative front line 'Food Plus Centre' crisis support services of The Matthew Tree Project, and the services provided by partner agencies and other service providers in Bristol and South Gloucestershire. The objective is to stabilise the life of a service user in crisis; identify and empower them to address the underlying causes (of the crisis) as early as possible; and ensure other necessary internal and external services are easily accessible and effective in helping to achieve positive outcomes for the client.

The project will track the 'client journey' from crisis entry point to exit point and will apply the learning gained to inform the way organisations work within the partnership to improve the experiences of other clients.

The position of Navigator Manager will lead a small navigation team of volunteers. Recruitment, training and supervision of the navigation team volunteers will be one of the responsibilities of this role.

Developing a robust and user friendly inter-partner referral process will also come under the responsibilities of the role. The intention is to make access to needed service support as easy as possible for the service user and eliminate duplication; i.e. the need to tell their story multiple times.

The project is being underpinned by the industry sector leading Apricot Measurement and Evaluation system and the Navigator Manager will be responsible to ensure all client contact is being recorded in the appropriate way within the Apricot system; and also contribute to the ongoing development of the Apricot system as the project grows.

## Impact and Target Outcomes

- Recruitment and volunteer training to ensure a minimum team of 10 Navigation Volunteers are active at any given time
- Management of caseload and resources to support 700 clients per year, monitor and report (using Apricot) each client case from beginning to end
- Support BiB Project Manager to enable the reporting on the four project outcomes (as below) and higher level indicators of each outcome:
  - Outcome One: People who have experienced hardship crisis are better able to improve their circumstances
  - Outcome Two: People who are at high risk of experiencing hardship crisis are better able to plan for the future
  - Outcome Three: Organisations are better able to support people to effectively tackle hardship due to sharing learning and evidence
  - Outcome Four: Those experiencing hardship, or who are at high risk of experiencing hardship crisis, have a stronger, more collective voice, to better shape responses to their issues
- Effective support and communication with the frontline Food Plus Centre (FPC) teams to ensure as seamless as possible client case support and management between the FPC teams and the Navigation team and the partners
- Effective communication of project challenges, successes, outputs, outcomes and learning to the wider sector and policy makers (local and national)

For more information about **The Matthew Tree Project** please visit:

**[www.the-matthew-tree-project.org](http://www.the-matthew-tree-project.org)**

## **Main Responsibilities:**

- Recruiting, supervising, supporting, motivating, developing and training a team of volunteers who wish to undertake the role of Navigation Team Member (NTM)
- Development and implementation of an effective training program for NTM's
- Working closely with the BiB Project Manager; the Client Panel; and other BiB partner organisations; to develop the scope, referral process, and effectiveness of the support services provided by the BiB project
- Developing new partnerships with other Service Provider Organisations and networking locally to improve the scope of services offered by service users of the BiB project
- To assist and support the BiB Project Manager and TMTP CEO in the preparation and submission of funding applications for additional programs and services to support the BiB project development; and in the media/sector communication of developments of the BiB project
- Overseeing all NTM's use of the Apricot M&E and submitting weekly and monthly reporting
- Attending regular management team meetings
- To undertake training, as required, to enable the fulfilment of duties

## Person Specification Essential Criteria

- Ability to communicate well at all levels both internally and externally, verbally and in writing
- Proven ability to manage, supervise and motivate a team including recruitment processes
- Ability to work in a way that promotes equality of opportunity, diversity and inclusion
- Excellent planning, organisational and time management skills with the ability to work in an innovative, demanding and developing environment
- Knowledge and an understanding of the third sector and the key organisations who work in the sector
- Computer literate and proficient in: word processing, spreadsheet presentation, database software and the use of the internet with the capability to learn and teach others to use Apricot M&E system
- A resourceful and creative approach to problem solving and developing a new project

## Desirable Experience & Qualifications

- Level 4 Diploma in Advice and Guidance or equivalent
- Experience of supervising others work
- Experience of planning and delivering training
- Experience of providing client focused face to face advice and/or support

If you have a passion to help people in need and for the work of the BiB project, we'd love to hear from you.

**To apply: Please send a covering letter and Curriculum Vitae either by email or post to:**

**Michelle Dron – BiB Project Manager**

**Email: Michelle.dron@the-matthew-tree-project.org**

**Address: The Matthew Tree Project  
10 Filwood Broadway  
Bristol. BS4 1JN**

**Closing Date: 30<sup>th</sup> July 2016**

**Interviews are expected to be: week commencing 8<sup>th</sup> August 2016**