



Volunteer Role Description

Volunteer Role: BPRCVS Community Care Navigator

Responsible to: BPRCVS Community Care Coordinator

What is the project?

This is an exciting project, funded by the East Lancashire health commissioning body known as the East Lancashire Clinical Commissioning Group. The aim of the project is to work with and support socially isolated or vulnerable people who are at risk of hospital admission or repeated visits to their GP by socially connecting people to their local community. BPRCVS has robust community links which places us in a unique position to facilitate this.

The Community Care Coordinator will receive referrals from GP's, health practitioners and other professionals such as the fire service, police service or those working within the voluntary sector. Once received a visit will be carried out by the Coordinator to agree a personalised plan for the client which will involve matching them with a Community Care Navigator for support.

What will I be doing?

The main role of the Community Care Navigator will be to support clients to reach their personalised goal. This could involve supporting them to go shopping until they can do it independently; taking them to local groups and supporting them until they feel able to go alone; or helping them to attend appointments to solve a problem which has been affecting the client's wellbeing.

You will have regular contact with the Community Care Coordinator which will involve sharing information and the role will be varied, dynamic and fulfilling.

What skills do I need?

- Good interpersonal skills
- Commitment to support people in the local community
- Reliability
- Ability to maintain confidentiality
- Willingness to use own initiative and to work unsupervised
- Commitment to BPRCVS including policies, procedures and training

How much time do I need to give?

We are asking for 2 hours a week as a minimum.

What are the benefits to me?

We recognise the value that volunteers bring to the project. In return for your time we will give:

- A full induction into the role and the organisation
- Regular supervision and support from your Coordinator
- The reimbursement of out of pocket expenses
- Access to Level 1 Health Improvement training
- Regular events throughout the year where you will meet fellow Community Care Navigators
- Experience of working within the BPRCVS organisation

Anything Else?

All volunteers must be over the age of 18 and are subject to a satisfactory DBS Check.