

Mental Health Care Navigator

Job pack

Thanks for your interest in working at Liverpool Charity and Voluntary Services (LCVS).

This job pack should give you everything you need to know to apply for this role and what it means to work at LCVS.

In this pack you'll find:

- Information about LCVS
- Information about this role
- Job description and person specification
- Our offer to employees
- Our commitment to Equalities, Diversity, and Inclusion
- Candidate instructions

Want to chat about this role?

If you want to chat about the role further, you can contact Klaudia Swatek (Mental Health Care Lead) klaudia.swatek@lcvs.org.uk to arrange an appointment to discuss the role.

About LCVS

For over a century, LCVS has been working to improve the wellbeing of individuals and communities in Liverpool by supporting and encouraging charitable giving and voluntary action and by bringing people, organisations, and resources together.

LCVS provides support, advice, training, networking and representation for individuals and charitable organisations. We help donors distribute over £4 million every year.

Our Vision is for a dynamic and flourishing voluntary sector in Liverpool, dedicated to helping local communities thrive

Our mission is to improve the wellbeing of individuals and communities in Liverpool through supporting and encouraging charitable giving and voluntary action by bringing people, organisations and resources together

In a sentence LCVS exists to help Liverpool's voluntary and community organisations to thrive

LCVS hosts a broad range of support services and programmes:

Sector Capacity Building for the Voluntary Community Faith Social Enterprise (VCFSE) Sector

- Governance support and business planning
- Fundraising support
- Training
- Campaigning and lobbying on behalf of the sector
- Distributing news on policy change, good practice, funding opportunities

Organisational & Financial Services

- Community Accountancy
- Payroll
- Grant funding distribution
- Services for charitable trusts and foundations
- ICT support
- Marketing and communications

Health and Wellbeing

- Health linked volunteering
- Supporting those with mental health conditions to access VCSE services
- Research
- Supporting Cheshire and Merseyside Cancer Alliance

- Hosting the Well-Placed Partnership and Health Wellbeing Organisations Network

Accommodation

- Office space and conferencing facilities for charities and other service providers at 151 Dale Street

About this role

The Mental Health Community Navigator (MHCN) plays a vital role in reducing health inequalities and strengthening personal resilience by addressing the wider determinants of health-such as debt, housing, and social isolation-through active community engagement. The focus is on supporting individuals with severe mental illness (SMI) to reconnect with their communities, particularly those transitioning from inpatient or community mental health services.

Key Tasks

- Provide personalised, strengths-based support to individuals, helping them set and achieve wellbeing goals, and addressing barriers like loneliness or poor living conditions.
- Build trusting relationships through one-to-one support, including home visits, and act as a friendly, non-judgmental source of information about wellbeing and prevention.
- Forge strong partnerships with VCSE (Voluntary, Community, Faith, and Social Enterprise) and statutory organisations, ensuring people are referred to safe, accessible, and effective community groups.
- Support the development of an alliance of mental health support providers within the VCFSE sector, promoting holistic and sustainable community-based support.
- Review and evaluate grant applications to identify and recommend those with the greatest potential impact, supporting the distribution of resources to local groups.
- Capture and track data on service user progress, ensuring feedback is collected and shared, and that all information governance and data protection standards are met.

This role is part of a broader NHS-funded initiative to build robust volunteering infrastructure and promote collaboration between health systems and community organisations, ultimately aiming to improve health outcomes and address gaps in support for vulnerable populations

Liverpool Charity and Voluntary Services

Job Description

Job Title

Mental Health Care Navigator

Department

Capacity, Engagement & Health Team

Salary

£27,000

Location

Liverpool (Hybrid working, city-wide, with office in Liverpool city centre)

Contract

November 2026 (with potential for extension until December 2027, with negotiations with MerseyCare ongoing)

Hours

Full-time: 35 hours per week

Accountable to

Mental Health Care Lead

Staff Responsible for

None

Main working contacts

- Community Mental Health Teams
- LCVS Team
- Voluntary Community Faith Social Enterprise Sector (VCFSE) organisations
- Public sector partners including Liverpool City Council and NHS
- Volunteers and community representatives

Main Purpose

The role of the MHCN is to help people to strengthen personal resilience and reduce health inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local communities. It will focus on providing support to people with severe mental illness (SMI) to enable them to re-connect with their communities, addressing barriers such as social isolation.

The MHCN will directly enable service users identified as requiring step down support from inpatient and community mental health services. The role of the MHCHs will offer a holistic, asset-based approach in connecting people to community groups for practical and emotional support. It will identify and support existing groups to be accessible and sustainable and develop an Alliance of mental Health Support providers within the VCSE sector.

Key Tasks

1. Provide Personalised Support

- Work with individuals to co-produce goals based on the person's priorities, interests, values and motivations – including what they can expect from the groups, activities and services they are being connected to and what the person can do for themselves to improve their health and wellbeing.
- Meet people on a one-to-one basis, making home visits where appropriate within LCVS policies and procedures.
- Give people time to tell their stories and focus on 'what matters to me'. Build trust with the person, providing non-judgmental support, respecting diversity and lifestyle choices.
- Work from a strength-based approach focusing on a person's assets.
- Be a friendly source of information about wellbeing and prevention approaches.
- Help people identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities.
- Help people maintain or regain independence through living skills, adaptations, enablement approaches and simple safeguards.

2. Relationship Building with VCFSE and Statutory Partners and supporting VCFSE with receiving referrals

- Work to establish an alliance of community based mental health support providers, to include VCSE organisations whose primary purpose may not be mental health but provide support for wider determinants to enable a holistic approach to support. To employ an assertive outreach and flexible approach as and when necessary to increase levels of engagement.
- To liaise with all appropriate statutory and non-statutory agencies as required in relation to the service user's needs.

- Forge strong links with local VCSE organisations, community and neighborhood level groups, utilising their networks and building on what's already there. Use these opportunities to promote micro-commissioning if available.
- Develop supportive relationships with local VCSE organisations, community groups and statutory services, to make timely, appropriate and supported referrals for the person being introduced.
- Ensure that local community groups and VCSE organisations being referred to, have basic procedures in place for ensuring that vulnerable individuals are safe and, where there are safeguarding concerns, work with all partners to deal appropriately with issues. Where such policies and procedures are not in place, support groups to work towards this standard before referrals are made to them.
- Check that community groups and VCSE organisations meet in insured premises and that health and safety requirements are in place. Where such policies and procedures are not in place, support groups to work towards this standard before referrals are made to them.
- Support local groups to act in accordance with information governance policies and procedures, ensuring compliance with the Data Protection Act.

3. Support on Grant Distribution

- Review and evaluate submitted grant applications against established criteria to ensure alignment with organizational goals and funding priorities.
- Identify and recommend applications that demonstrate the highest potential for impact

4. Data Capture

- Work sensitively with people, their families and carers to capture key information, enabling tracking of the impact of MHCN on their health and wellbeing.
- Encourage people, their families and carers to provide feedback and to share their stories about the impact of social prescribing on their lives.
- Support referral agencies to provide appropriate information about the person they are referring. Use the case management system to track the person's progress.
- Provide appropriate feedback to referral agencies about the people they referred.
- Work closely with system colleagues to ensure effective tracking of referrals and the MHCN role adhering to data protection legislation and data sharing agreements with the clinical commissioning group (CCG).

Person Specification

Essential Criteria

- Experience of working directly in a community development context, adult health, social care, learning support or public health (including unpaid work).
- Understanding of the wider determinants of health (social, economic, environmental) and their community impact.
- Ability to listen, empathise, and provide person-centred, non-judgmental support to people from all backgrounds, respecting diversity.
- Committed to reducing health inequalities and proactively reaching all communities.
- Able to build trust, inspire confidence, and motivate others to reach their potential.
- Effective verbal and written communicator with individuals, families, carers, community groups, and partner agencies.
- Strong judgement on when to refer individuals to other professionals/agencies when needs are beyond the role's scope.
- Able to use an asset-based approach, building on personal and community strengths.
- Maintains effective working relationships and promotes collaborative practice with colleagues and local agencies, including VCSE groups.
- Personally accountable, emotionally resilient, and able to work well under pressure.
- Strong organisational and planning skills, able to prioritise and meet deadlines independently.
- Understanding of the needs of small, volunteer-led groups and ability to support their development.
- Knowledge of and adherence to policies and procedures (confidentiality, safeguarding, lone working, information governance, health & safety).
- Commitment to ongoing professional and personal development.
- IT literate, able to use word processing, email, and the internet for reports and planning.
- Meets DBS standards and has a clear criminal record

Desirable Criteria

- Knowledge of VCFSE and community services in Liverpool.
- Experience of supporting people, their families and carers in a related role (including unpaid work).
- Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity.
- Experience of working with the VCSE sector (in a paid or unpaid capacity), including with volunteers and small community groups.
- Experience of data collection and providing monitoring information to assess the impact of services.
- Experience of partnership/collaborative work and of building relationships across a variety of organisations.
- Knowledge of the personalised care approach.
- Driving license and access to own transport.

Equal Opportunities

LCVS is committed to equal opportunities and anti-discriminatory practices, ensuring all individuals are treated fairly, regardless of gender, race, disability, or background. We are reviewing our approach to EDI to become a proactively anti racist organisation.

Our offer to employees

- Working for an organisation purely motivated by mission.
- A supportive environment encouraging a culture of mutual support - help will always be given at LCVS to those who ask for it.
- A culture of empowerment and delegation with a commitment to dispersing leadership throughout the organisation, regardless of their position.
- City centre location (very close to Liverpool Lime Street Station).
- Flexible and hybrid working opportunities.
- 25 days annual leave per year with opportunities to increase that linked to length of service
- Pension scheme enrolment with an employer's contribution of 5%.
- Office shutdown during the Christmas Period (extra 3-4 days off outside the annual leave allowance).
- Access to an employee assistance programme.
- Zero interest loan for bicycle purchases.

Candidate Instructions

Please provide:

1. **A copy of your CV** which should include the following:
 - Contact details: name, address, email, contact number
 - Your qualifications, training experience, skills, etc
 - Your work (and volunteering) history to date
 - Two professional references, including contact details, with one of those being your most recent employer. This should include name, job title, organisation, email address, contact number (we will not take up references until after the interviews, with your permission, and only if we offer the position to you)
2. **A statement of suitability** (no more than one side of A4), providing a summary of any relevant knowledge, skills and experience to evidence your suitability for this post
3. **A response to the following 5 questions** designed to assess your suitability for the post (a maximum of 250 words per question):

1. How do you build trust and maintain effective working relationships with people from diverse backgrounds, including those who may be socially isolated or reluctant to engage?
2. Can you give an example of how you have supported someone with mental health needs using a person-centred approach?
3. How would you ensure the positive engagement of VCFSE organisations in the program?
4. How will you ensure that confidentiality is maintained when working with sensitive information, while also fulfilling your safeguarding responsibilities if you believe someone is at risk?
5. How would you ensure the program is underpinned by a strong approach to Equalities, Diversity, and Inclusion?

Please provide items and 1 and 2 in a PDF or MS Word format.

Please provide your response to the questions (item 3) in an MS Word Format.

Please email this information to jobs@lcvs.org.uk by **12pm on 2nd of June 2025**. Applications received after the closing date will not be considered.

Interviews will take place on 18th June 2025