

 *Mind* in Kingston

# **Service Navigation Lead**

March 2025

# Service Navigation Lead

Dear Applicant,

Thank you for applying for the post of **Service Navigation Lead** with Mind in Kingston. Below you will find further details about the post, including a job description and person specification, and also how to apply.

## About Mind in Kingston

**We are Mind in Kingston. We fight for mental health. For support. For respect. For you.**

Mind in Kingston is a Local Mind Association and an independent, community mental health charity. We fight to make sure that everyone with a mental health or emotional issue locally has somewhere to turn for advice, respect, kindness and support.

Founded in 1972, we are well respected as a user-led organisation that delivers quality wellbeing and recovery-focused services, and campaigns on mental health issues to influence change. Lived experience is at the heart of everything we do, and we work alongside our local community to reduce mental health stigma and discrimination.

As a leading charity for mental health in the Borough of Kingston upon Thames, we work in partnership with many stakeholders to meet the needs of people with mental health issues, their families, carers, and wider support networks in the borough and beyond. Mind in Kingston is an independently funded charity affiliated to the national Mind; a partner of Southwest London Minds; and a member of Mind in London.

We provide a diverse range of community support offers - including prevention services, therapeutic interventions, advocacy, peer support, groups activities, outreach events, mental health training and campaigns to influence change. We work closely with other organisations to ensure we deliver high-quality and impactful services to people in the local area.

Our team is passionate about improving mental health and wellbeing, often due to their own experiences, whether personal or professional. We offer our team a safe and non-judgmental space to work, encourage their participation in the development of our charity, and have a strong ethos of openness, diversity, dignity, respect and inclusion for all

# Our Vision and Mission Statement

## Our Vision:

We won't give up until everyone experiencing a mental health problem gets both support and respect.

## Our Mission:

- Our mission is to advance the views, needs and ambitions of people with mental health problems and to challenge discrimination and promote inclusion.
- We will influence policy and promote equal rights through campaigning and education.
- We strive to develop innovative quality services which reflect expressed need and diversity.
- In all our work we promote our vision and core values.

## Our Aims:

Our overall aim is to improve the mental health of people in and around the Borough of Kingston upon Thames by providing a range of services that offer support, advice, information and signposting. We also promote better understanding and raise awareness of mental health issues, as well as reduce stigma.

We do this by:

**Empowering:** Enable people to make informed choices about their lives

**Improving services and support:** Involve people to have their say, be involved or lead initiatives that improve the quality of lives of those experiencing, recovering or at risk of mental health problems

**Acceptance:** Enable people to cope with, manage and improve their own mental health and allow them to be themselves

**Enabling Social Participation:** Provide access to fulfilling activities and valued roles in their community

**Trusted Networks:** Provide safe and trusted services when people are most vulnerable

**Removing Inequality of Opportunity:** Improve awareness and understanding of mental health needs in the borough

## Values:

**Open** - We reach out to anyone who needs us

**Together** - We're stronger in partnerships

**Responsive** - We listen, we act

**Independent** - We speak out fearlessly

**Unstoppable** - We never give up

We strongly believe in involving our beneficiaries in our services and adhere to these principles in all our work. Beneficiaries:

- Are involved in the development, management and improvement of our services
- Are treated with respect and dignity
- Have their strengths, as well as needs, acknowledged
- Receive support in determining their choice of services
- Are treated fairly and without discrimination

In addition, the following principles underpin all our work:

**Autonomy:** both for the charity which is independent and for those who use our services that we respect 'self-governance'

**Equality:** Embracing diversity and ensuring equality of opportunity for all

**Knowledge:** for service users to make informed choices and the charity to offer sound and up to date information as well as informing decision makers on many areas relating to mental health and what service users want and experience

**Active participation:** recognising, supporting and using the skills of people with lived experience of mental health needs

**Respect:** working with an empathetic, non-judgemental and a person-centred approach to deliver services

For further information about the charity, please visit [www.mindinkingston.org.uk](http://www.mindinkingston.org.uk).

## About this role

Mind in Kingston have been Commissioned by Royal Borough of Kingston to deliver a Mental Health and wellbeing service to ensure people who are experiencing mental health difficulties can access, timely information, advice and support.

The service consists of the following elements:

- **Information, Advice & Guidance Signposting & Referral service**
- One-to-one support
- Peer Support groups
- Drop in Café (s)
- Mental Health Awareness Training
- Counselling
- Champions for Change

A key aspect of this role is ensuring that individuals are supported to access the right service in a timely manner and that the pathway is adequately coordinated to ensure continuous improvement and impact measurement.

You will join a friendly, dedicated team that works hard to support people with mental health issues in their own community, and you will have access to training and support.

Please note all roles are subject to funding.

## Application Guidance for Candidates

Thank you for your interest in applying for a role at Mind in Kingston. Before applying, please ensure you carefully read the application pack, particularly the job description and person specification, to understand the requirements of the role.

To be considered, please submit the following documents:

1. **Your CV** – This should outline your relevant experience, qualifications, and key achievements. Please ensure your full name & contact details are included.
2. **Confirmation of Right to Work in the UK** – All applicants must provide evidence of their legal right to work in the UK. This may include a passport, visa, or other official documentation. This will be requested at Interview.
3. **References** – Please provide details of two referees, including their name, job title, and contact information. References will only be contacted if you are successful following the interview stage.
4. **Supporting Statement** – Your supporting statement should be no more than two sides of A4 and should clearly demonstrate how you meet the criteria outlined in the job description and person specification.

We encourage applicants to use the **STAR method (Situation, Task, Action, Result)** to structure their responses. This approach helps ensure clarity and impact by describing a specific situation, the task you were responsible for, the action you took, and the result achieved. This method provides concrete evidence of your skills and experience.

As we work with **vulnerable adults**, all successful applicants will be required to undergo an **Enhanced DBS** check before starting their role. You will be asked to provide identification such as a passport, driving license, and/or utility bill as part of this process.

Due to the high volume of applications, we regret that we are unable to provide feedback to candidates who are unsuccessful at the application stage.

Please ensure all documents are submitted by the stated deadline. We look forward to receiving your application.

### **Please send your covering letter, CV and references to:**

Louisa Valentine, Executive Assistant @ : [HR@mindinkingston.org.uk](mailto:HR@mindinkingston.org.uk)

Should you wish to discuss the role prior to submitting an application please email Chennel Lawrence, Director Of Services @ : [chennel@mindinkingston.org.uk](mailto:chennel@mindinkingston.org.uk)

### **Applications and interviews timeline:**

Applications closing date Sunday, 20th of April 11:59pm

Interviews will take place on Wednesday 30th of April & Thursday 1st of May

## Job Description:

<b>Job Title:</b>	Service Navigation Lead
<b>Salary:</b>	£29,000 FTE (Pro Rata), 3% pension contributions.
<b>Hours of work:</b>	28hrs PW hours PT (some flexible working to include evenings and weekends as required)
<b>Location:</b>	Hybrid, with regular attendance at central Kingston office and local service delivery sites across the borough and beyond as required
<b>Responsible to:</b>	Mental Health & well Being – Service manager
<b>Responsible for:</b>	Advice Information and Signposting and Volunteers
<b>Length of Contract:</b>	Permanent, please note all roles are subject to funding.

### 1. Job Purpose

The Service Navigation Lead ensures individuals seamlessly journey through our services, from their first enquiry to receiving the right support at the right time. This role coordinates the Information, Advice, Signposting & Referral Service, oversees community outreach, and manages Advice Information and Signposting Volunteers ensuring they provide accurate guidance.

With a focus on efficient referrals, pathway coordination, outcomes evaluation, and impact measurement, the postholder maintains service user records and strengthens the Health and Wellbeing pathway. As a key driver of accessibility, they develop a structured, responsive system that empowers service users to navigate support with confidence and ease.

### 2. Main Duties and Responsibilities

#### Referral Pathways:

- Ensure seamless referrals to appropriate Mind in Kingston services, including one-to-one support, counselling, and drop-in cafes.
- Develop and maintain strong relationships with other mental health services and organizations.
- Monitor the effectiveness of referral pathways and make necessary adjustments. and represent both the charity's and beneficiaries' interests.

### **Service User Database Management:**

- Oversee the service user database, ensuring accurate and up-to-date information is maintained.
- Utilize the database to monitor service usage and identify trends.
- Ensure confidentiality and data protection regulations are adhered to.

### **Transition Planning:**

- Work collaboratively with other services to ensure a smooth and supportive transition process.

### **Service Leadership:**

- Oversee the day-to-day operations of the Information, Advice, Signposting & Referral Service, ensuring efficient and effective service delivery.
- Monitor service performance and identify areas for improvement.
- Develop and implement strategies to enhance the service's reach and impact.
- Contribute to the overall management and leadership of the Mental Health Support service

### **Volunteer Management:**

- Recruit, train, and supervise volunteers to ensure they are equipped to deliver high-quality support.
- Create a positive and supportive volunteer environment.
- Monitor volunteer performance and provide ongoing feedback and support.

### **Community Outreach:**

- Coordinate and lead community outreach activities, such as pop-up sessions and community events.
- Build strong relationships with local organizations and stakeholders.
- Promote the Information, Advice, Signposting & Referral Service and raise awareness of mental health issues.

### **Data Management and Reporting:**

- Collect and analyse data on service usage, outcomes, and client satisfaction.
- Prepare regular reports on service performance and impact.
- Utilize data to inform decision-making and service improvement.

## Person Specification

### Essential Experience & Knowledge

- Strong leadership and organizational skills.
- Excellent communication and interpersonal skills.
- Experience in mental health or social care.
- Ability to work independently and as part of a team.
- Experience in volunteer management.
- Strong IT skills, including proficiency in Microsoft Office and Experience of Customer Relationship Management systems (CRMs)
- Ability to handle sensitive information with discretion.

### Desirable Skills and Experience:

- Experience in community outreach and engagement.
- Knowledge of local mental health services and support networks.
- Qualification in mental health or social work.

### Specialist Skills/ Ability/ Knowledge

- Ability to solve problems and make sound decisions to support others in a fast-paced environment.
- A commitment to diversity, equity, and inclusion, with a passion for advancing social justice and mental health equality.
- IT is proficient particularly within Microsoft 365 environment

### Communication

- Effective communication and interpersonal skills (written, oral, digital)
- Ability to communicate appropriately with a wide range of people and build relationships and engage with stakeholders and colleagues at all levels.
- Motivation and influencing

### Personal Qualities

- Able to build strong working relationships with people across the organisation
- Passionate about mental health and committed to supporting individuals to achieve their goals.
- Empathetic and compassionate, with a non-judgmental approach.
- Resilient and adaptable, with the ability to manage challenges effectively.
- Proactive and solution-focused, with a strong sense of initiative.
- Committed to equality, diversity, and inclusion in all aspects of service delivery

## Prior to Appointment

All posts:

- 1) Enhanced DBS check  2) Employment References  3) Right to Work in the UK