


Job Title:	Emotional Wellbeing and Mental Health System Navigator	
Grade:	D	
Reports To:	Practice Supervisor	

Service Overview

Compass SHINE (Coventry Emotional Health and Wellbeing Service) ensures Children and Young People (CYP) access the right help, at the right time, in the right setting, helping to remove duplication and avoid CYP/families being ‘bounced’ in between services.

Compass has a successful track record in early intervention health and wellbeing services for children and young people. We use a wide range of creative and dynamic methods of engagement, including digital interventions, across community and educational settings.

Adopting a values-based approach is at the heart of what we do; through collaboration and coproduction with stakeholders our services continually evolve, directing resources based on evidenced need. We are incredibly excited and proud to be a trusted 3rd Sector provider enabling us to develop innovative methods to make a real difference to the lives of children, young people and families in Coventry.

The service will support CYP and families providing extra capacity for early intervention support within the community and across Coventry.

Service Structure

The service consists of one integrated skill mix team led by the Service Manager and supported by Data & Admin Lead, Practice Supervisor, Wellbeing Practitioners and Training and Consultation workers who provide oversight and local leadership and supervision, to the skill mix team.

The Families First Partnership Programme (FFPP) is a new national programme set up in the Department for Education (DfE) and supported by the Department of Health and Social Care and the Home Office. Through the programme, government is working in partnership with local areas (local authority, police, health, education, childcare settings and other relevant agencies) to improve their local services and systems that help and protect children and families. The reforms include the introduction of Family Help, strengthening multi-agency child protection, and improving engagement with family networks. Compass Shine is seen as a key partner within the implementation of this new mandated partnership programme, offering mental health and emotional wellbeing specialism to the MDTs.

Purpose of the Role

The Emotional Wellbeing and Mental Health System Navigator plays a vital role in supporting children, young people, families, and professionals to access and navigate emotional wellbeing and mental health services within Coventry. Based within the Families First 'Family Help' front door and working as part of a multidisciplinary team, the postholder will act as a key link between health, social care, and community services to ensure people receive the right support, at the right time, in the right place.

This new role involves designing and implementing processes that support collaborative, trauma-informed practice across multi-disciplinary practices whilst maintaining a strong focus on the needs of children, young people and families.

The role involves building strong, trust-based relationships with individuals and professionals, identifying needs and barriers to care and signposting to appropriate services to promote positive mental health and emotional wellbeing outcomes. The postholder will act as an enabler and advocate, contributing to coordinated, person-centred care by helping to reduce duplication, improve access, and ensure seamless, integrated support across systems.

Fundamental to the role is a proactive and collaborative approach working with a wide range of system partners across Coventry to deliver holistic, integrated care. The System Navigator will use up-to-date knowledge of local services, thresholds, and referral processes to guide children, young people and families to the most appropriate support at the right time.

The postholder will bring strong communication, problem-solving, and IT skills to a role that demands both emotional resilience and a deep understanding of emotional wellbeing and mental health challenges specifically for children, young people and families.

KEY DUTIES AND RESPONSIBILITIES

1. Supporting Children, Young People, and Families

- Act as the first point of contact for children, young people, families, and professionals seeking support with emotional wellbeing and mental health needs within the Family Help Hub, providing consultations as required.
- Triage referrals as they are received, to ensure referrals are appropriate for the service
- Carry out comprehensive assessments to identify and prioritise needs, identifying the most appropriate intervention to best meet an individual's needs.
- Build trusting, empathetic, and non-judgemental relationships to understand individual needs and barriers to accessing support.
- Provide clear, accurate information and guidance about available services, resources, and pathways.
- Empower individuals and families to access early help, self-help, and preventative support wherever appropriate.

- Promote independence, resilience, and positive mental health outcomes through practical support and advocacy.

2. Navigation and Signposting

- Designing and implementing new working processes within a multi-disciplinary setting. Ensuring and enabling co-ordinated, holistic support to improve outcomes for young people
- Use up-to-date knowledge of local services, thresholds, and referral processes to guide individuals to the most appropriate support at the right time, handholding where required
- Proactively support the coordination of care to reduce duplication and improve access to services.
- Work closely with health, education, social care, voluntary sector, and community services to ensure joined up and holistic support.
- Identify gaps or barriers in service pathways and escalate appropriately to support service planning and improvement.

3. Multi-Agency and Partnership Working

- Act as a key link between families and professionals, supporting communication and information sharing in line with safeguarding and data protection requirements.
- Participate in multi-disciplinary meetings and case discussions to contribute to coordinated, person-centred support.
- Build and maintain strong working relationships with partners across health, education, social care, and the voluntary/community sector.
- Support professionals by providing guidance on emotional wellbeing and mental health pathways, resources, and referral routes.
- Regular communication with professionals who refer into the service to ensure referrers remain up to date with the progress of their referral.
- Be an active member of the team and reflect Compass' values.
- Diplomatic when dealing with sensitive information, or managing potential conflict

4. Safeguarding and Risk Management

- Ensure all activity undertaken on behalf of Compass is carried out in a way that prioritises the need to safeguard children and adults in line with role and competency level and Compass policy and procedure.
- Recognise and respond appropriately to safeguarding concerns in line with statutory responsibilities and local procedures.

- Escalate concerns to relevant services or professionals in a timely and appropriate manner.
- Work within confidentiality, safeguarding, and information governance frameworks at all times.

5. Information Management and Reporting

- Maintain accurate and up-to-date records of interactions, referrals, and outcomes on Compass management information systems.
- Monitor patterns, trends, and gaps in service provision to inform service development and strategic planning.
- Contribute to data collection, reporting, and evaluation to support continuous improvement of the service.
- Handle sensitive and confidential information in accordance with GDPR and local policies.

6. Professional Development and Service Improvement

- Keep up to date with relevant legislation, guidance, and best practice in emotional wellbeing and mental health support.
- Participate in training, supervision, and reflective practice to support personal and professional development.
- Contribute ideas and feedback to improve pathways, resources, and service delivery.
- Actively promote the service across Coventry to raise awareness of available support and referral pathways.

7. Managing Self

- Prioritise own workload within agreed objectives using initiative.
- Participate in the Compass performance review process and respond to agreed objectives.
- Take responsibility for own and others' health and safety in the working environment.
- Ensure that confidentiality is upheld at all times in line with Compass policy.
- Work in accordance with Caldicott Principles and Data Protection principles and adhere to all relevant Compass policy and procedure.
- Maintain accurate records in line with the Compass policies and procedures.

7. General Responsibilities

- Work in a flexible and responsive manner to meet the needs of children, young people, and families.

- Uphold the values of equality, diversity, and inclusion in all aspects of the role.
- Undertake any other duties within the scope and grade of the post, as required to support service delivery.
- Ability to travel across Coventry as needed to engage with families, professionals, and community services.

In addition to these functions the post holder is expected to:

Carry out other duties as may be reasonably expected in accordance with the responsibilities/competency level of the post.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications	<p>Qualification in mental health or working with children & young people such as Diploma in Youth Work, Diploma in Social Work, Psychology degree, Counselling.</p> <p>One year's relevant post qualification experience.</p> <p>Evidence of ongoing professional development relevant to emotional wellbeing and mental health.</p>	<p>Degree or professional qualification in a related discipline.</p> <p>Mental health first aid or equivalent training.</p> <p>Motivational interviewing or trauma-informed practice training</p> <p>Specific knowledge of Coventry's mental health and emotional wellbeing system and partners</p>
Knowledge & Experience	<p>Experience of working directly with children, young people, and families in a health, social care, education, or voluntary/community setting.</p> <p>Demonstrated ability to support individuals with emotional wellbeing or mental health needs.</p> <p>Experience of partnership working across agencies and services.</p> <p>Experience of signposting, navigating, or coordinating support across multiple systems.</p>	<p>Experience working in an integrated, multidisciplinary team.</p> <p>Involvement in service improvement or pathway development.</p> <p>Experience of working within early help, CAMHS, or similar emotional wellbeing services.</p> <p>Understanding of trauma-informed, strengths-based, or restorative practice approaches.</p> <p>Knowledge of local Coventry systems and services.</p>

	<p>Good understanding of emotional wellbeing and mental health needs of children and young people.</p> <p>Knowledge of local and national services, referral pathways, and thresholds.</p> <p>Understanding of safeguarding, confidentiality, consent, and information-sharing protocols.</p>	
<p>Skills & Aptitude</p>	<p>Strong communication and interpersonal skills, with the ability to build trust and engage sensitively with children, young people, families, and professionals.</p> <p>Excellent problem-solving, decision-making, and organisational skills.</p> <p>Ability to work collaboratively and effectively as part of a multidisciplinary team.</p> <p>Confident IT and data recording skills, including maintaining accurate case records and using digital systems.</p> <p>Ability to prioritise competing demands in a fast-paced environment.</p> <p>Recognise and escalate safeguarding concerns thereby contributing to risk management</p>	

Personal Qualities	<p>Emotionally resilient, empathetic, and non-judgemental.</p> <p>Commitment to equality, diversity, and inclusive practice.</p> <p>Proactive and solution-focused approach.</p> <p>Flexible, adaptable, and able to respond to changing needs and priorities.</p> <p>Commitment to improving outcomes for children, young people, and families.</p>	
Other	<p>Enhanced DBS check.</p> <p>Willingness to work flexibly, including occasional evenings, or weekends.</p> <p>Hold a full UK driving license and access to a vehicle. Ability to travel across Coventry as required.</p>	

Compass Values

The post holder must demonstrate all Compass values:

- Integrity: an unstinting commitment to honesty and openness in all our activities.
- Valuing Each Individual: respecting the needs of each person and helping them gain greater control of their life.
- Being Solution Focused: responding quickly and flexibly to current and emerging needs.
- Consistent & Reliable Approach: always delivering on our commitments.

Safeguarding

The post holder must demonstrate and share our commitment to safeguarding by working proactively to safeguard and promote the welfare of children, young people, and vulnerable adults.

DBS checks

DBS checks will be undertaken and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Equality, Diversity and Inclusion (EDI)

We know diversity fosters creativity and innovation. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. We expect all those employed or who volunteer to share our commitment.