

Table 2 - Competencies and Core Functions at Each Care Navigator Level
(Entry level Apprenticeship Training or equivalent expected before Level 1)

COMPETENCY	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Effective communication	<ul style="list-style-type: none"> -Telephone skills -Listening skills -Recording and responding to information and requests -Proactive patient contacts -Understanding cultural needs 	<ul style="list-style-type: none"> -Understand and able to use common health and social care terminology -Able to communicate in multiple formats in order to engage a variety of patients / clients / agencies / professionals 	<ul style="list-style-type: none"> -Skills in enquiry and interpretation of information to identify areas of concern or risk -Able to give and receive feedback -Able to negotiate with colleagues; patients and external providers 	<ul style="list-style-type: none"> -Skilled in negotiation and planning at strategic level -Able to lead teams in patient / client care
Managing information	<ul style="list-style-type: none"> -Managing complex information and requests -I T skills :- Appointments / diaries/ prescriptions / medication / registrations Information governance -Managing documents and data -Accountability -Follow-through -Effective handover -Attention to detail 	<ul style="list-style-type: none"> -Collating data -Writing reports -Managing databases -Understanding basic principles of audit -Able to take minutes in meetings -Able to develop monitoring systems -Understanding of the Data Protection Act -Able to implement action points from care plans 	<ul style="list-style-type: none"> -Able to use risk analysis software -Able to develop, implement and monitor care plans with patients / clients -Able to receive and prioritise referrals 	<ul style="list-style-type: none"> -Able to monitor standards; and carry out quality improvement projects -Able to plan services and manage budgets -Able to evaluate outcomes of organisation activities in providing care for vulnerable groups

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Protecting patients	<ul style="list-style-type: none"> -Health and safety at work -Basic life support -Safeguarding children and adults - level 2 -Recognising and alerting appropriate others to emergencies - physical, social and mental health -Confidentiality 	<ul style="list-style-type: none"> -Managing vulnerable / distressed people / mental health patients/ carers, through communicating with in and outside own organisation -Able to respond appropriately in crises -Safeguarding children and adults - level 3 -End of life care - level 2 -Mental health training - level 2 -Understanding of potential problems and barriers to care associated with disability, learning disorder and dementia 	<ul style="list-style-type: none"> -Understanding principles of assessment for vulnerable patients -Understanding the impact on health of long term conditions including mental health -Able to manage a caseload of stable patients/clients with longterm conditions 	<ul style="list-style-type: none"> -Able to manage complex care needs -Knowledge of local and national public health issues -Able to receive and manage complaints, referring to clinicians or senior management where necessary
Organising and networking skills	<ul style="list-style-type: none"> -Understanding the organisation, protocols and procedures -Organisation security -Understanding the organisation within the broader concepts of health and welfare services -Awareness of local services and how to access them 	<ul style="list-style-type: none"> -Able to access local resources and signpost appropriately from a range of options -Updating local services register -Understanding local health and social care policy -Able to give presentations within own organisation 	<ul style="list-style-type: none"> -Able to write reports; make case for change and generate proposals -Able to produce and present reports and audit in strategic meetings -Understanding of multidisciplinary team working and able to network across traditional provider boundaries (including voluntary sector) -Able to chair multi professional meetings and reviews 	<ul style="list-style-type: none"> -Able to recruit and be responsible for induction of junior non-clinical staff -Able to contribute to strategic planning at managerial level -Skills in project management

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Motivation and supporting skills	<ul style="list-style-type: none"> -Able to demonstrate empathy and compassion -Able to deal with distressed patients /clients and manage conflict -Recognition of mental health impact on welfare 	<ul style="list-style-type: none"> -Able to co-ordinate meetings / arrange case reviews and understand their functions -Able to run defined group sessions (e.g. carers groups) -Understanding of health promotion: purpose, methods and impact -Motivational interviewing skills 	<ul style="list-style-type: none"> -Skills in education and training for patients and level 1 and 2 care navigators -Skills in advocacy and enabling for patient / clients -Understanding of social care and personal budgets -Motivational interviewing skills 	<ul style="list-style-type: none"> -Able to mentor junior staff, offering advice on role responsibilities and career development within the organisation. -Able to debrief with junior staff -Able to coordinate and run appraisal system for non-clinical staff
Developing effective relationships	<ul style="list-style-type: none"> -Commitment to person-centred working -Reliability -Honesty and integrity -Teamworking 	<ul style="list-style-type: none"> -Ability to engage patients in discussion to encourage healthy choices -Able to manage regular contacts and reviews, supporting patients and carers -Teamworking - decision-making and responsibility 	<ul style="list-style-type: none"> -Able to facilitate supportive working environment for all staff including volunteers -Able to supervise junior staff -Able to provide emotional support for distressed patients / carers -Able to support vulnerable patients post hospital discharge 	<ul style="list-style-type: none"> -Able to supervise junior staff -Able to manage workforce capacity / line management / dispute resolution
Self-awareness	<ul style="list-style-type: none"> -Prioritising -Time management -Stress management / resilience -Making judgements -Defining boundaries -Personal support 	<ul style="list-style-type: none"> -Able to monitor impact of own work -Knowing own limitations and how to debrief - Resilience 	<ul style="list-style-type: none"> -Self-confident in relating to colleagues and patient /clients -Self-directed in seeking learning opportunities for development -Able to reflect on own work and learning 	<ul style="list-style-type: none"> -Able to reflect on own practice and that of others -Able to use tact and diplomacy in dealing with sensitive issues
Ethical practice	<ul style="list-style-type: none"> -Understanding stigma and discrimination in social and health care -Understanding own prejudices 	<ul style="list-style-type: none"> -Understanding of legal, ethical and regulatory principles of the health and social care system 	<ul style="list-style-type: none"> -Able to act as a role model for junior staff -Understanding of cultural needs of specific populations 	<ul style="list-style-type: none"> -Able to evaluate proposals for new developments within ethical principles