

Job Title
Job Description and Personal Specification

Job title:	Outreach Health Navigator – Community Health Bank
Place of work:	Community Links – Catch22
Hours of work:	14.8/37 hours per week (0.4 FTE)
Band:	Operations practitioner
Reports to:	Project Coordinator
Level of screening:	Enhanced

Who we are

[Community Links](#) is a hub tackling health and social inequality in East London and beyond. We work alongside the community helping people of all ages reach their full potential. We take our local knowledge of what works to influence national decision making. We are proud to be part of Catch22.

Catch22 is a social business which design and delivers services that build resilience and aspiration in people and communities. We believe that people can thrive when they have a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'](#).

As part of our programmatic activity within the Health service, we have been commissioned by NHS England and different Cancer Alliances to deliver national cancer screening and early detection programmes in the community, along with projects across London to increase uptake of breast, bowel, and cervical screening.

Where you fit in

Community Links is running a variety of programmes across London to reduce health inequalities. As an Outreach Health Navigator, you will be at the frontline of *The Community Health Bank* project, engaging with food bank users and other vulnerable groups in Newham to promote cancer screening and preventative health services.

You will directly engage with local people to provide advice, support, and signposting, helping them overcome barriers to accessing healthcare. You will also support with project monitoring and evaluation by working closely with the Project Coordinator and Programme Manager.

Main Duties & Accountabilities

Community Outreach & Engagement

- Arrange and deliver regular outreach sessions at food banks across Newham, building trust with users through consistent presence and impactful engagement.
- Provide tailored conversations using motivational interviewing and behaviour change techniques.
- Actively promote cancer screening (bowel, breast, cervical) and preventative services (immunisations, NHS Health Checks, smoking cessation).

Direct Health Support

- Assist individuals to register with a GP, order screening kits, or book appointments on-site using digital devices/tablets.
- Support people with digital or literacy barriers to engage with services.
- Arrange follow-up contact to maintain engagement and address challenges.
- Identify client needs and signpost to relevant health and wellbeing services, including mental health, housing, welfare advice, and community support.
- Support clients with additional communication needs, including those with limited English, literacy barriers, or disabilities.
- Maintain confidentiality and safeguard vulnerable individuals appropriately.

Tackling Health Inequalities

- Focus support on disadvantaged and under-served groups.
- Reduce barriers such as language, lack of digital access, mistrust, or stigma.
- Ensure services are culturally appropriate and accessible to people with communication needs.

Supervision & Collaboration

- Supervise sessional health facilitators during outreach sessions, providing operational guidance and ongoing support.
- Work in partnership with local stakeholders including food banks, NHS partners, and Newham Council to deliver integrated support.

Monitoring, Evaluation & Learning

- Record engagement data (individuals reached, screenings supported, referrals made).
- Use baseline and follow-up surveys to measure changes in awareness, uptake, and confidence.
- Develop case studies and contribute to shared learning to inform systemic change and replicable models.
- Work closely with the Project Coordinator and Programme Manager to support project monitoring, evaluation, and reporting requirements.

Teamwork & Collaboration

- Work as part of a wider team within the Health Service including sessional staff, supporting colleagues to deliver high-quality outreach.
- Attend regular team meetings, training, and supervision sessions.
- Build positive relationships with food bank staff, NHS partners, and voluntary sector organisations.

5. Other Duties

- Assist with events, workshops, or training sessions as required.
- Support the development of new outreach approaches and pilot initiatives.
- Carry out any other reasonable duties requested by your line manager.

What does good look like for this role?

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A successful Outreach Health Navigator will play a vital role in engaging vulnerable communities and supporting improved health outcomes. 'Good' in this role includes:

- **Engage confidently and empathetically** with vulnerable community members.
- **Provide clear, accessible, and culturally sensitive health information**, adapting to different communication needs.

- **Reduce barriers to healthcare access** and improve awareness of cancer screening and preventative services.
- **Proactive and approachable engagement**, building trust and rapport with individuals in food banks and community settings.
- **Reliable and consistent delivery**, attending agreed outreach sessions and following through on commitments to clients.
- **Accurate and timely record keeping**, contributing data and case studies to evidence project outcomes.
- **Collaboration and teamwork**, working closely within a team and across partner organisations to maximise impact.
- **Commitment to tackling health inequalities**, demonstrating empathy and determination to reduce barriers to healthcare.
- **Adaptability and resilience**, remaining calm and solution-focused when faced with challenges in fast-paced or changing environments.
- **Confidentiality and professionalism**, especially when handling sensitive health information or supporting vulnerable individuals.
- An annual appraisal will be conducted to set out particular goals for the year which will determine the success of this role.

Benefits

- 28 days annual leave + bank holidays, rising to 33 days with service (pro-rata)
- Pension scheme with matching contributions of up to 4%
- See more benefits of working at Catch22 [here](#)

All offers of employment are subject to satisfactory references and an enhanced DBS check, which is a standard Community Links policy applicable to this post. There is a probationary period of six months. **Evidence of right to work in the UK will be checked upon appointment.**

Salaries are paid directly into employees' bank accounts at monthly intervals, payment being made on the 23rd of each month.

Flexibility

This job description is intended to provide a broad outline of the main duties and responsibilities. The post holder will need to be flexible in developing the role in conjunction with their line manager.

At Catch22 we value equality, diversity and inclusion. We are wholeheartedly committed to the principle of equality of opportunity, both as an employer and as a provider of services.

Diversity and Inclusion is part of what we do every day, working to deliver our vision to build a strong society where everyone has good people around them, a purpose, and a good place to live.

Organisational Relationships

Reports to: Project Coordinator

The Outreach Health Navigator liaises closely with key stakeholders such as Programme Managers, Service Managers, Employees and Human Resources. The post holder will also be required to effectively communicate with Service Users and Project stakeholders including food bank staff and volunteers, NHS partners, Primary Care Networks, local authority teams, voluntary and community sector organisations, Commissioners, and local residents accessing services.

Job Title: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> <input type="checkbox"/> Good general education (e.g. GCSEs or equivalent) with strong literacy and numeracy. <input type="checkbox"/> Willingness to undertake relevant training (e.g. safeguarding, health promotion, motivational interviewing). 	<ul style="list-style-type: none"> <input type="checkbox"/> NVQ Level 2/3 in Health & Social Care, Public Health, or Community Development. RSPH <input type="checkbox"/> Level 2 in Understanding Health Improvement / MECC. 	Application / Certificates
KNOWLEDGE	<ul style="list-style-type: none"> <input type="checkbox"/> Understanding of health inequalities and barriers faced by disadvantaged communities. <input type="checkbox"/> Knowledge of safeguarding principles and confidentiality. <input type="checkbox"/> Awareness of health & safety requirements when working in community venues 	<ul style="list-style-type: none"> <input type="checkbox"/> Awareness of NHS systems and community health initiatives. <input type="checkbox"/> Knowledge of cancer screening programmes (bowel, breast, cervical) and preventative services. 	Application / Interview
EXPERIENCE	<ul style="list-style-type: none"> <input type="checkbox"/> Experience working in or alongside NHS, local authority, or voluntary/community sector. <input type="checkbox"/> Supervising sessional staff or volunteers. Experience contributing to case studies, reports, or evaluations. <input type="checkbox"/> Experience of community outreach/engagement with vulnerable or under-served groups. <input type="checkbox"/> Experience signposting individuals to health 		Application / Interview / References

	<p>and wellbeing services. Experience keeping accurate records and contributing to monitoring</p> <ul style="list-style-type: none"> <input type="checkbox"/> Experience adhering to and applying risk assessments in community settings 		
SKILLS & ABILITIES	<ul style="list-style-type: none"> <input type="checkbox"/> Strong interpersonal and communication skills; ability to adapt to people with limited English, low literacy, or disabilities. <input type="checkbox"/> Ability to use motivational interviewing/behaviour change approaches. <input type="checkbox"/> Able to build trust and rapport in community settings. <input type="checkbox"/> Good organisational skills; able to manage time and priorities effectively. <input type="checkbox"/> Competent in using tablets, email, and MS Office for data entry and communication. <input type="checkbox"/> Confidence in supporting others to access online health services. 	<ul style="list-style-type: none"> <input type="checkbox"/> Ability to speak a community language relevant to Newham. 	Interview / Practical Exercise
OTHER	<ul style="list-style-type: none"> <input type="checkbox"/> Share Catch22 values <input type="checkbox"/> Awareness of and commitment to Equality & Diversity <input type="checkbox"/> Willing to travel and work flexibly <input type="checkbox"/> Desire to develop and undertake training as required 		Application / Interview