

INFORMATION PACK
**Mental Health
Pathway Navigator**



WELCOME

Thank you for your interest in our organisations and this exciting new role. We're currently looking for a compassionate and motivated Mental Health Pathway Navigator to join our innovative team, supporting people across Middlesbrough to access the right support at the right time.

We're looking for someone who is driven to make a real difference within the local community through high-quality, person-centred support, with collaboration and improving mental health and wellbeing at the heart of everything.

This new service brings together Arch Teesside, Open Door North East and Teesside Mind, working alongside NHS teams, GP practices and voluntary and community organisations to create a connected approach to mental health support.

We are proud to be part of this innovative service, helping people navigate pathways, access the right support, and feel genuinely supported. Our teams are compassionate, curious and determined, and we work together to make a positive impact within our communities.



Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



“Partnership working means we are sharing expertise and skills across the VCSE and NHS services to ensure that people have consistent and supportive experiences”

Teesside Mind Team Lead

Mental Health Pathway Navigator

Job Purpose

The purpose of this role is to help people, particularly those experiencing moderate to severe mental health challenges, access timely and appropriate support so that they can remain well within their communities.

You will work as part of a small team to ensure individuals receive the care they need, precisely when and where it is required, while also addressing inequalities in both health care and the wider social factors that impact mental wellbeing, including trauma, abuse and disadvantage.

You will encourage individuals to recognise and build upon their strengths, guiding them in navigating community resources, health services, housing, welfare, and social care pathways. You will support them to articulate their needs and secure their rights.

Achieving positive outcomes will require strong partnership working with organisations such as TEWV, Adult Social Care, and the voluntary and community sector, including those supporting survivors of domestic abuse and sexual violence, asylum seekers and refugees, and individuals experiencing a diverse range of mental health needs.

Where necessary, you will advocate on behalf of individuals to ensure they can access support. You will also work with people and service providers to clarify referral pathways, helping to prevent repeated assessments or unnecessary transfers between services. Your work will focus on supporting people in their recovery journeys. Recovery looks different for everyone, but at its core, it is about helping someone to lead a hopeful and fulfilling life, regardless of their experiences.

Insights gained from this role will help to broaden the range of services available to the community and improve coordination between different service providers.

Key Responsibilities

Working with individuals

- Provide accessible information and guidance on community mental health services and pathways, supporting individuals to understand and navigate the service/community options open to them and make informed decisions; options might include mental health in secondary or primary care, voluntary and community sector, housing, benefits, employment etc
- Advocate for individuals who are having difficulty accessing help that could be available to them
- Navigate mental health and VCS/community services (housing, benefits, safeguarding, social care) alongside individuals to ensure they get help
- Participate in huddles, MDTs, and other meetings that support access to services
- Use trauma informed and recovery focused approaches throughout the work

Working in the community

- Act as a visible and accessible point of contact for community organisations looking for information about mental health services and/or how to access help for people who need it

- Promote mental health services within the community and address stigma
- Develop trusted relationships with organisations and communities facing disadvantage, stigma, or exclusion, helping build confidence in mental health services.
- Work on an outreach basis into TEWV community team, primary care, community hubs and VCS venues to be a warm, trusted and accessible conduit for mental health support
- Identify and address gaps in information or resources

Sharing insights and contributing to system improvements

- Gather insights from people with lived experience to inform service and system planning
- Support people with lived experience to directly engage in service/system improvement activities in a meaningful and supported way
- Identify insights and themes from practice to inform service improvement and system change

Monitoring, Evaluation and Reporting

- Maintain accurate records including case notes where appropriate and outcome data
- Contribute to service monitoring and evaluation activity



Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Degree, NVQ Level 5 or professional qualification in a relevant field (for example mental health, social care, community, health or related disciplines) or demonstrable equivalent experience	●	
Evidence of ongoing professional development in mental health or community practice	●	
Training in trauma-informed approaches or recovery-focused practice	●	
Training in safeguarding adults	●	
Significant experience working with individuals experiencing moderate or severe mental health difficulties, including safety planning	●	
Proven track record of partnership working with statutory, voluntary, and community sector organisations	●	
Experience in advocacy or navigating complex support systems (health, housing, welfare, social care)	●	
Working on an outreach, community basis	●	
Involvement in service development or improvement initiatives	●	
Experience in maintaining accurate records and contributing to monitoring and evaluation activities	●	

Knowledge	Essential	Desirable
Understanding of community mental health services and referral pathways including access routes and requirements	●	
Understanding of how mental health care can be appropriately provided in the voluntary sector, working alongside statutory services where necessary	●	

Knowledge	Essential	Desirable
Trauma-informed practice and recovery-oriented approaches	●	
Knowledge of safeguarding procedures and relevant legislation	●	
Familiarity with the challenges faced by disadvantaged, stigmatized, or excluded communities	●	
Awareness of the roles of TEWV, adult social care, and voluntary/community organisations in Middlesbrough	●	

Skills and Competencies	Essential	Desirable
Excellent communication and interpersonal skills	●	
Strong advocacy, negotiation and brokerage skills	●	
Ability to build trusting relationships with professionals that support difficult conversations and professional challenge where necessary	●	
Ability to develop trust and rapport with individuals in the community and engage sensitively with people from diverse backgrounds	●	
Skills in gathering, analysing, and sharing insights to inform service improvement	●	
Effective time management and organisational skills	●	
IT literacy and ability to use electronic record-keeping systems	●	

Other Personal Qualities	Essential	Desirable
Caring, compassionate and non-judgmental approach	●	
Commitment to empowering individuals and promoting their rights	●	
Motivated, resilient, adaptable, and able to work independently and as part of a team	●	
Proactive and solution-focused attitude	●	
Reflect on own practice and develop own skills	●	

Main Terms and Conditions

Job Title:

Mental Health Pathway Navigator

Contract:

Permanent

Responsible to:

Team Lead- South Tees Recovery Services

Hours:

30 - 36.5 hours per week

Salary:

£29, 500 per annum, pro-rata for hours worked (£15.54 per hour)

Location:

Middlesbrough

Disclosure:

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

We do not accept referrals through agencies.

Teesside Mind welcomes applications from people of all backgrounds and is committed to promoting equality, diversity and inclusion in the workplace. As Teesside Mind does not hold a sponsor licence, applicants must have the right to live and work in the UK and be able to do so without employer sponsorship.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Heather Watson.

Please complete the application form on our website.

Interviews expected on: 16th and 17th July 2026.

Please note: one employee will be employed by Arch, and one employee will be employed by Teesside Mind.

**Closing date for applications:
Sunday 5th July 2026**

INFORMATION PACK

Mental Health Pathway Navigator



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