

Mental Health Urgent Triage Navigator

About Recruitment

Emergency services are receiving increasing volumes of calls for individuals presenting with acute mental health issues in the community. A significant proportion of emergency services resource is being used to support individuals struggling with their mental health, who often present with complex issues that require further assessment and ongoing support by a mental health professional.

Based in the North West Ambulance Service (NWAS) 999 emergency operations call centre, The Mental Health Urgent Triage (MHUT) Team provides timely access to relevant all-age patient information for Greater Manchester residents across the Service Providers' areas which shall include CAMHS, learning disabilities and older people.

For the MHUT Navigator role, four VCSE organisations have come together to deliver the MHUT VCSE service within the 999-emergency operations centre. Our aim is to combine expertise, capacity, and local insight to deliver outstanding outcomes for people and communities. Successful candidates will be part of a multi-agency team alongside NHS Mental Health Trust colleagues, Greater Manchester Police and NWAS.

We are carrying out this joint recruitment on behalf of four independent voluntary sector organisations:

- Tameside, Oldham, Glossop and Stockport Mind (TOGS Mind)
- Gaddum
- Rochdale and District Mind (RDM)
- Family Action

There are 4 roles available in total. By applying for this role, you are consenting for your application to be shortlisted by a panel member from each of the above organisations.

Job Description

Job Title:	Mental Health Urgent Triage Navigator
Locality:	Greater Manchester
Accountable to:	MHUT Service Leads
Responsible to:	Organisational Line Manager
Pay Grade:	Please see appendix for each organisation's pay grade.
Type of Contract:	Permanent

Based in:	Sefton House, Bolton (NWAS 999 Emergency Operations Centre).
Working Pattern:	VCSE operational hours are 12pm-12am. This service operates 24/7, 365 days a year. You will be required to work evenings, weekends, and bank holidays on a rotational basis.

Job Summary

Mental Health Urgent Triage (MHUT) has been created to offer speedier and more effective mental health support to those who call 999 in search of help. Each caller will receive a mental health assessment from the NHS trust to determine if there is need for a clinical intervention. However, as we know, not all people will meet the threshold for clinical or medical intervention, and they would therefore benefit from speedy support within their community. The VCSE navigators will sit within the team to support those people via telephone to access a community offer and onward referrals to statutory services.

As a Navigator, you will liaise with Community crisis offers to assess capacity, then support clients after they have passed through clinical assessment to access the most appropriate response.

Main Duties and Responsibilities

Working Pattern

- VCSE service operational hours are 12pm-12am, 365 days per year. You will be required to work flexibly including evenings, weekends, and bank holidays.
- Both part-time and full-time positions are available.
- Due to being a Greater Manchester wide service, you will be based at Sefton House, Bolton. For training and external role requirement purposes, you must have the ability to travel across the Greater Manchester footprint.

Communication and Working Relationship Skills

- Provide complex and sensitive information to a wide range of internal and external stakeholders (users of services, carers, multi-disciplinary staff, and other statutory / non statutory services).
- Contribute to the safe and effective day to day operations of the service, managing clinical enquires.
- Provide a high standard of written and verbal communication that is clear and in line with local guidance.
- Role model effective communication: demonstrating empathy, respect, compassion and hope where there may be barriers to understanding.
- Communicate information in a way that makes it relevant and understandable

in line with operational guidance.

- Maintain professional relationships with all VCSE and NHS colleagues to ensure professional standards are met.
- Promote a culture that incorporates employing organisational values and is recovery focused.

Analytical and Judgemental Skills

- Report exceptions, complaints and gaps in service.
- Assist in data collection for the ongoing evaluation of the service.
- Assist in promotion of the Service locally and nationally as appropriate.
- Act as the person's and their carer's / family's advocate.
- Report any incidents of harm or near miss in line with the NHS and employing organisations' incident reporting policies supporting appropriate actions are taken to reduce the risk of reoccurrence.
- To assist with ensuring day to day practice reflects the highest standards of governance, clinical effectiveness, safety and service user experience.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment.
- Seek advice and support from senior colleagues/line manager whenever necessary.

Duties specific to this role:

- Work as an integral part of the MHUT team to deliver services directly to members of our community.
- Working with clients who present in crisis, including supporting with de-escalation of crisis & risk management.
- Responsible for implementation of policies for own work area and proposing policy or service changes which impact beyond own area of activity.
- Work alongside other staff and volunteers to ensure members of our community can access the services they need.
- Working in partnership with other services. Specifically for this role, you will work alongside Pennine Trust, GMMH Trust, GMP and NWAS
- Work collaboratively with practitioners on shift to make decisions according to good clinical practice to ensure the safety of people accessing services and help identify areas for improvement.
- Safely escalate concerns to practitioners on shift in line with agreed escalation and incident reporting procedures.
- Using telephone systems to provide telephone support, de-escalation and risk management, and onward signposting.
- Maintain professional boundaries.
- To work flexibility in approach and hours including providing services out of hours.
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General duties:

- Communicate effectively, verbally and in writing, to a wide range of people

inside and outside the organisation.

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- Use IT systems including email, online systems, and Microsoft packages to record and share information.
- Deliver and monitor a range of complex activities or programmes in your department.
- Achieve service and project outcomes.
- Work in partnership with a wide range of partners, stakeholders, and communities.
- Carry out any other reasonable tasks relevant to the role.

PERSON SPECIFICATION

Mental Health First Responder

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests, and other requirements which the post holder requires to perform the job to a satisfactory level.

Values

1. **Relationships:** Demonstrate ability to listen and ask questions to understand others and build trust. (E)
2. **Aspiration:** Demonstrate ability to provide support to others relevant to this role. (E)
3. **Learning:** Demonstrate ability to undertake learning, seek insight, and grow from experience. (E)
4. **Potential:** Demonstrate ability to take personal responsibility for your own development and the development of others. (E)

Experience

1. Experience of providing support services to members of the public. (E)

Qualifications

1. Willingness to undertake training and qualifications relevant to role. (E)

Knowledge

1. Knowledge of emotional wellbeing, mental health issues or other relevant health support services. (E)
2. Knowledge of evidence-based approaches to support people to achieve better mental health. (E)

Abilities Required

- Excellent verbal and written communication.
- Responding to change and uncertainty positively.
- Organisation and planning.
- Solution focussed.

- Team working and collaboration with others.
- Persuading and advocating.
- Ability to travel across the Greater Manchester footprint. Your base will be in Bolton however you may be required to travel to other offices across Greater Manchester.
- Ability to work flexibly within the operational hours 365 days a year, including bank holidays.

Safer Recruitment Checks

Please note that successful candidates will be required to complete a self-disclosure form and there is a requirement to complete a DBS check (Disclosure and Barring Service) upon being given a conditional offer. The type of DBS requested will be dependent on the nature of the role you are applying for.

How to Apply

To apply, send your CV and a cover letter which sets out how you meet the criteria for the role to applications@togsmind.org.

Please send your documents in word or pdf format and clearly state your name, the job title and job reference number in your email.

The deadline for applications is midnight on: **07/06/2026**

Invites for interviews are currently planned to be sent out: **10/06/2026**

Interviews are currently planned to be held: **17/06/2026 and 18/06/2026**

If you have any further questions and would like to get in touch, please email Ella Stephens via email: ellastephens@togsmind.org.

Alternatively contact our office reception at office@togsmind.org or by calling 0161 330 9223.

Appendix

1. Salaries

**FTE – Full Time Equivalent*

TOGS Mind	Gaddum	Rochdale and District Mind	Family Action
FTE £27,218.88 £14.54 per hour 36 hours per week	FTE £26,313 £14.46 per hour 35 hours per week	FTW £25,812.45 £14.18 per hour 35 hours per week	FTE £27,125 £14.39 per hour 37 hours per week