



## Interview Plan: Community Navigator Study

### **Step 1: Relax Candidate, introduce yourself and explain format of interview**

#### **Chair:**

Hello. Come in, take a seat. Are you ok sitting in this chair? Help yourself to water, and once you're comfortable and ready, we'll get started.

Firstly, thank you very much for coming along today. This session is an opportunity for you to get to know more about the role, and also for us to discuss some of the possible situations you might face during the course of your role as a Community Navigator. We are a friendly group of people who are experts by experience and are involved in the design and implementation of the Community Navigator study.

We all got involved with the project because we think loneliness is a big problem for people experiencing mental health difficulties and we are interested in trying non-clinical approaches.

The purpose of this interview is just to get to know you a bit more, in a more relaxed setting. We will give you some scenarios and it would be great if you can just talk us through how you would approach each of these. We will be taking notes and we do have scoring criteria that we are hoping candidates will meet, but there is no 'set' right or wrong answer. We want you to feel a bit more able to just talk things through, show us how you are thinking about this role and about the support the Navigators will offer.

First we will just give you a brief overview of the study and then we will talk through the first scenario. This interview will take no more than 30 minutes. At the end there will be an opportunity for you to ask us any questions about the role, though you will also have a chance to ask questions during the second interview.

### **Step 2: Overview of the role**

So to set the scene. The role of the community navigators is to help people build connections to address the feelings of loneliness. The navigators will be able to work with people for up to 10 sessions over a 6 month period. This is a new role within this setting and is part of a research study managed here

at UCL and in collaboration with the McPin Foundation, a service-user focussed research charity, to see if this is something that is feasible and helpful for people.

Did you have any questions at this stage?

### **Step 3: Scenarios**

So, now we will begin with the discussion of the scenarios. We will read out the example, and also give you a printed copy to look at for a couple of minutes. You don't have to use all this time if you don't need to. Just let us know when you're ready.

Question	Response / Comments
<p><b>Scenario 1</b></p> <p>You have just had your first session with a man called John 55 years old, he has long term depression and anxiety. He was very quiet during the session and it was difficult to get a sense of any activities or interests he had. You did notice that he was wearing a Greenpeace t-shirt and so you tried to initiate a conversation about that, you find out that he does care about the environment and animals, but you don't get much further.</p> <p>So could you just talk us through what you might do to prepare for the next meeting? And tell us the kinds of things you would be thinking about.</p> <p><b>Prompts:</b></p> <ul style="list-style-type: none"> <li>• <b>Can you suggest anywhere else you might look?</b></li> <li>• <b>What kinds of things would it be important to think about in your research and planning?</b></li> <li>• <b>What might you be hoping to achieve in your next meeting with John?</b></li> <li>• <b>Or if they say “I know nothing about the environment and where to look” could prompt them to say then please choose another area of interest then give as an example of places to look. As long if someone else struggles then we are consistent about helping in this way feel it would be okay. Think other prompts might happen naturally on the day. Pre-panel meeting could pick up how far we are happy to prompt.</b></li> </ul>	<p>Rich answer, breadth of ideas e.g. visit the Greenpeace website, find out what green activities are going on in the local area, green gyms, city farms.</p> <p>Might mention Street Life or my community, library, any social media sources, local authority websites as good sources. Shows awareness that this would be to increase community knowledge and offer options for the person but still led by person.</p> <p>Also, person mentions a collaborative approach, maybe offers to 'phone a local project or attend with the service user.</p>

<p><b>Scenario 2</b>  Ok, you are now on your 5th session, you have a positive relationship with John and have arranged to meet him outside a local community centre to go to a meeting with the ‘Green Legacy Group’  He is very anxious when you arrive and says he does not want to go in, can you talk us through how you might respond?</p> <p><b>Prompts:</b></p> <ul style="list-style-type: none"> <li>• <b>One prompt could be what do you think would help you in this situation?</b></li> <li>• <b>If John absolutely refuses to go in, despite your best efforts, can you talk through what you might say and do next?</b></li> <li>• <b>Or:</b></li> <li>• <b>Once you are inside the meeting with John, what kinds of things will you be thinking about in order to best support him?</b></li> </ul>	<p>Supportive, calming, encouraging, offer options like would you like to go for a coffee to chat about any concerns, ‘with you every step of the way’, small steps. Maybe they will give an example of when they went to a group and how that made them feel.</p>
<p><b>Scenario 3</b>  Ok, so you are now about to have your 9<sup>th</sup> session with John, he has made good progress but is nervous about no longer seeing you to support him.  How would you prepare him during the last few sessions to take things forward?</p> <p><b>Prompts:</b></p> <ul style="list-style-type: none"> <li>• <b>Anything else you might consider?</b></li> <li>• <b>Depending on candidate's response, ask what might you say?</b></li> <li>• <b>What tools could you use?</b></li> </ul>	<p>Would hope the person will say this is not an ending but a new beginning, empowering, having spoken about the ending from the outset, would be good if they say well at session 3, 4, 5, I would flag up in a positive well to start to prepare the person and remind them how well they are doing, practical tools, resilience, plans – their plans, hopes and dreams for the future.  Candidate maybe talks about some practical tools, hand-outs, things they create together for the client so John can 'self-help'.  Also, candidate encourages the use of other support networks, reviews how much progress John has already made, and reassures that this is an ongoing 'building' process.</p>

**Close of interview**

That brings us to the end of the interview questions. Was there anything else you wanted to reflect on or ask questions about? Is there anything else anyone would like to ask/comment on?

**Thank you very much for coming in to meet with us. Explain what happens next/show person out to table beside the interview rooms.**