



JOB DESCRIPTION

Job Title: Navigator (Rough Sleeper Service)

Location: Bradbury Centre

Scale: Points 11 – 16

Hours: Full Time (37 Hours per week)

Term: Permanent

Reporting to: Coordinator (Rough Sleeper Service)

Responsible: Volunteers, Peer Mentors

MAIN PURPOSE OF THE JOB

1. Navigators provide intensive 'End to End' support for people who are rough sleeping with complex needs, advocating and enabling them to access appropriate services, including housing by working in partnership with existing delivery structures, and local networks.
2. To work as outreach to help people who experience complex needs (housing, substance misuse, offending behaviour, mental health and physical health) to access the services and the interventions that they need. To build their resilience, gain confidence, and acquire the personal and social assets they need to meet their aspirations.
3. To offer interventions with people who use our services in a one-to-one or group setting to help them to address their problematic alcohol/drug use.
4. To provide support in the community for individuals with the aim of helping them to make the positive lifestyle changes that will aid their recovery.

MAIN RESPONSIBILITIES

- Provide outreach services to rough sleepers based on local intelligence and Streetlink alerts on a rota basis including working early mornings, late nights weekends, and bank holidays. Early morning shift 6am to 2pm. Late shift 4pm to midnight.
- Provide a single point of contact and advocate for people who use our services with other service providers and agencies, including Primary Health Care needs and welfare rights.
- To offer a personalised service to each individual on the caseload, adopting a psychologically-informed and trauma-informed approach to supporting them within a variety of settings.
- Work alongside clients to improve general health, including dietary needs, personal hygiene.



- To support service users to improve their social situation, including assistance with housing, benefits, accessing community services and budgeting.
- To work with service users to remove any barriers to accessing treatment and recovery services.
- Keep accurate and confidential records and produce relevant documents and reports in support of the role.
- To maintain a caseload of clients. Offer clients assertive, consistent ongoing guidance and support until they are in a position to be able to move from the street into accommodation or reconnection services and/or other appropriate support services.
- Support residents to retain their accommodation, prevent evictions and assist residents that are ready to further move on.
- To take part in the evaluation and development of services within the Navigator team

Financial/Administration management

- To keep accurate financial and administrative records, in line with the organisation's policies and procedures.
- To ensure that regular case reviews are carried out within agreed timescales and that support plans are implemented and consistently high quality case notes are recorded on HARP's In-Form database and other data base systems as required.

Multi-Agency work

- Facilitate joint working and develop initiatives with other with local authorities, other voluntary and faith-based agencies, outreach teams, hostels and private landlords to increase the choice and opportunities for housing and other support for people who are sleeping rough.

General

- Adhere to HARP's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.



This job description covers the current range of duties and will be reviewed from time to time. It is HARP's aim to reach agreement on changes, but if agreement is not possible, HARP reserves the right to change this job description.

PERSON SPECIFICATION

Rough Sleeper Navigator

ESSENTIAL REQUIREMENTS

Relevant Experience

1. Experience of motivating complex and diverse client groups .
2. Experience of assessing client needs.
3. Knowledge of the services and legislative environment regarding housing, health, and homelessness.

Aptitude, Skills and Abilities

4. A person-centred, recovery focused approach.
5. Ability to effectively manage conflict.
6. Ability to network, build relationships and work effectively with a range of local partners agencies. Ability to effectively manage conflict

Personal Attributes

7. Genuine interest in and commitment to HARP's work and client group.
8. An understanding of and commitment to diversity & equality
9. Willingness and ability to work shifts including evenings, weekends,

DESIRABLE

10. NVQ Level 3 or equivalent in Health and Social Care (Adults), Housing, IAG (Information, Advice and Guidance) or any other related qualification.
11. Language skills and a full UK or equivalent driving license are essential.