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## **JOB DESCRIPTION**

**Job Title:** Coordinator (RSI Navigators)

**Line Manager:** Rough Sleeping Services Team Manager

**Grade & Salary:** SCP 17 – 22 (£28,845 - £31,439)

**Responsible:** RSI Team (navigators), Volunteers, Peer Mentors

### **MAIN PURPOSE OF THE JOB:**

Working across our operational rough sleeper services, you will be responsible for delivering street outreach and intensive support to rough sleepers. The successful post holder will form a key part of the Rough Sleeper Services team, leading on rapid assessment and the navigation of rough sleepers off the street & into emergency accommodation. Your team will be continuing support by navigating rough sleepers through the longer-term accommodation pathways open to them. You will be managing the Navigator Team & Outreach Volunteers. Providing intensive 'End to End' support for people who are rough sleeping who may also present with complex and multiple needs. You will be advocating and enabling them to access appropriate services, which include housing. By working in partnership with existing delivery structures, and local networks you will provide joined up support for service users.

Critical to the role is an ability to monitor and assess data associated with rough sleeping and housing outcomes locally. To utilise data & respond to sector developments in order to provide an efficient and proactive service. Post holders will be expected to demonstrate a commitment to understanding best practice in the sector and a desire to implement new and innovative approaches.

### **MAIN RESPONSIBILITIES**

#### **Day-to-Day Service Operations**

- Manage a service inclusive of outreach and in-reach elements, supporting both rough sleepers and those in short - medium term accommodation.
- Create a rota that is responsive to local intelligence and Streetlink alerts including working early mornings, late nights and weekends.
- To attend and lead multi agency meetings discussing the needs of services users and managing a pathway to appropriate housing outcomes.
- To form part of the wider day centre project, supporting rough sleepers and the vulnerably housed to access support and accommodation
- To offer a personalised service to each individual on the caseload, adopting a psychologically-informed and trauma-informed approach to supporting them.
- To advocate, where appropriate, on behalf of service users.

- Work closely with local drug and alcohol services along with HARP's internal housing teams to provide appropriate support and housing options.
- Implement and be part of the facilitation of groups promoting living skills such as cooking, budgeting and wellbeing.
- Enable residents to retain their accommodation, prevent evictions and assist residents that are ready to further move on.
- To utilise and integrate Volunteers and Peer Mentors into the wider team.
- To take part in the evaluation and development of services within the rough sleeper team.
- To deal with service user complaints and to resolve conflicts between users sensitively and effectively.

### **Leading a Team & Team Working:**

- To take part in peer led group development across HARP services.
- To facilitate the wider team in assessing, defining issues and identifying solutions to challenges presented in relation to all elements of service delivery.
- To take part in regular service meetings.
- To support good team communication and morale and actively support the Manager in ensuring that conflict is managed supportively and in line with relevant policies and procedures.
- To challenge inappropriate practise and develop and maintain a culture of learning across the services.
- Support the development of work rotas for day-to-day services and ensure that staff are briefed and conversant with their duties.
- Provide day to day pastoral support to staff and volunteers.
- To conduct and record regular supervisions and performance reviews with RSI team, volunteers and peer mentors.

### **Financial/Administration management**

- Ensure all appropriate records are maintained in an accurate and timely fashion.
- 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.
- To carry out the required level of monitoring and tracking of clients and that the appropriate monitoring information is available to the relevant agencies.

### **Health & Safety:**

- Work in accordance with HARP's health and safety policies and procedures in order to ensure the safety of residents, self, colleagues, contractors and other visitors at all times.
- Take responsibility for your own safe working and ensure local procedures around lone working and fire are followed at all times.

**Safeguarding:**

- Ensure all HARP, Southend City Council, and national safeguarding procedures & best practice are adhered to.
- Using specialist knowledge of substance misuse, mental health and other needs areas, contribute to risk assessment and risk management, and the raising of alerts in respect of vulnerable adults (and children).
- Act as first point of contact for any safeguarding concerns raised by staff or volunteers and ensure the appropriate reporting of issues.

**Partnership & Multi-Agency Working**

- Working with and building networks 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.
- Facilitate joint working and develop initiatives with other Voluntary Agencies (e.g. day centres, hostels), Local Authority Agents (e.g. Cleansing Dept., Parks workers, Wardens), Health Providers (GP surgeries, A&E ), Prisons and Discharge services and the Police (e.g. Council CSOs, Police CSOs) as appropriate to meet service requirements, client aspirations and community need.
- To take a pro-active role in promoting awareness of the Service and related issues within the community and businesses of the designated Area/Borough.

**Miscellaneous:**

- Carry out any other task that may from time to time be determined necessary by your line manager.
- Work flexibly across sites as duties require.
- Keep abreast of developments within the field.

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**

Coordinator (RSI Navigators)

### **ESSENTIAL REQUIREMENTS**

#### **Relevant Experience**

1. Experience of motivating complex and diverse client groups to engage with services and support.
2. Experience of assessing client needs
3. Knowledge of the services and legislative environment regarding housing, health, work as it relates to homeless people.
4. Experience of managing dispersed teams & experience of supervision.

#### **Aptitude, Skills and Abilities**

5. A person-centred, recovery focused approach
6. Ability to network, build relationships and work effectively with a range of local partners, including enforcement agencies.
7. A capacity to work under pressure, work independently and remain enthusiastic and motivated in a demanding and target driven role.

#### **Personal Attributes**

8. Language skills and a full UK or equivalent driving license are beneficial, but not essential.
9. Genuine interest in and commitment to HARP's work and client group.
10. An understanding of and commitment to diversity & equality
11. Willingness and ability to work shifts including evenings, weekends,
12. Willingness to work flexibly in response to changing organisational requirements
13. Substantial experience working in the homelessness sector or supported housing environment including partnership working.
14. Confidence in making a decision and disseminating this to the team