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## JOB DESCRIPTION

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<b>Directorate:</b>	<b>Housing and Wellbeing</b>
<b>Job title:</b>	<b>Rough Sleeper Navigator</b>
<b>Location:</b>	<b>Guildhall and Oasis House, Northampton</b>
<b>Grade:</b>	<b>6</b>
<b>Salary:</b>	<b>£30,229.55 - £34,474.02</b>
<b>Division:</b>	<b>Housing and Wellbeing</b>
<b>Section:</b>	<b>Housing Advice and Options</b>
<b>Reports to:</b>	<b>Street Services Co-ordinator</b>

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## JOB PURPOSE

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To provide a high quality, outcome-focused Rough Sleeper Navigator Service, and act as a single point of contact, for rough sleepers who have complex needs and/or a history of prolonged or repeat homelessness and require a co-ordinated, multi-disciplinary approach to achieve positive, sustainable improvements in their housing, health and wellbeing.

To engage positively, proactively and persistently with rough sleepers, building trust and working with them in an inclusive way, in order to find a housing solution, support them in their recovery (finding employment, undertaking training, developing budgeting skills and cultivating positive social circles) and ensure that they are better equipped to maintain their accommodation and independence and avoid returning to the street.

To provide rough sleepers with a personalised package of flexible and responsive support that is psychologically informed and tailored to their individual circumstances and needs.

To contribute positively to the establishment of Northampton's Rapid Rehousing Pathway, and the successful and timely implementation of Northampton's Multi Agency Rough Sleepers Strategy, by working collaboratively and imaginatively with other services and organisations to develop and implement multi agency recovery and resettlement plans.

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## KEY RESULT AREAS

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To provide a high quality, outcome-focused Rough Sleeper Navigator Service, and act as a single point of contact, for rough sleepers who have complex needs and/or a history of prolonged or repeat homelessness and require a co-ordinated, multi-disciplinary approach to achieve positive, sustainable improvements in their housing, health and wellbeing.

In doing this, the Rough Sleeper Navigator will:

1. Develop and maintain close working relations with a wide range of services and organisations (including day centres, faith and community groups, advice agencies, housing and support providers, drug and alcohol services, health and social care professionals, immigration services and those working in the criminal justice system) in order to facilitate the flow of information, encourage joint working and co-operation, and assist the resettlement of rough sleepers.
2. Work proactively with a network of agencies and individuals that can help rough sleepers to address their support needs, improve their life skills and, in doing so, achieve positive, sustainable improvements in their housing, health and wellbeing.
3. Facilitate and promote joint working and the development of multi agency recovery and resettlement plans by nurturing positive relationships with friends, peers, family members, communities and services – and engaging purposefully with those agencies that may be resistant to joint working – in order to maximise the support available to rough sleepers.
4. Negotiate, develop and co-ordinate comprehensive pathways of recovery and support, ensuring that the services that are provided by the different organisations complement one another, do not overlap, and achieve the positive, sustainable improvements that are needed.
5. Work with the Mental Health Outreach Worker and the Street Services Co-ordinator to ensure that the Rough Sleeper Navigators' approach to rough sleepers who have complex needs and/or a history of prolonged or repeat homelessness is psychologically informed and reflects a sound understanding of personality disorder, complex trauma and addiction.
6. Assist the co-ordination and integration of rough sleeping services in the borough, and work collaboratively and proactively with social landlords and local advice and support providers to prevent homelessness, sustain tenancies and ensure that the access and move-on arrangements for supported housing are appropriate, efficient and effective.
7. Work collaboratively with Northampton's Tasking and Targeting Group to identify the cohort of rough sleepers that the Rough Sleeping Navigators will be working with and meet regularly with the Street Services Co-ordinator and the other Navigators to review casework in order to ensure a consistently high standard of work and customer care, an equitable distribution of the workload and the effective monitoring of performance and outputs against targets.
8. Undertake regular, street-based outreach work – and visit local services that provide advice and support for people who are homeless or sleeping rough – to engage with people who are sleeping rough or living in makeshift shelters or tent encampments and provide them with advice and information, encouragement and practical and emotional support.
9. Develop positive and enduring relationships of trust with rough sleepers who have complex needs and/or a history of prolonged or repeat homelessness, and provide them with holistic, co-ordinated, end-to-end support from the first contact until they are resettled in a permanent home and are equipped to maintain their accommodation and independence.
10. Work with each rough sleeper to agree personal goals that are achievable, time measured and support the individual in finding and sustaining accommodation, improving their health and wellbeing, addressing any substance misuse issues, accessing training and paid or unpaid employment, cultivating positive social circles and rebuilding their life away from the street.

11. Use motivational interviewing to promote rough sleepers' engagement in treatment and support services and provide them with the advice, advocacy and practical and emotional support that they require in order to access appropriate services – accompanying them to appointments, where appropriate – and then maintain their engagement in the future.
12. Contribute positively to the development of new working practices and initiatives that reduce the incidence of rough sleeping, promote the use of multi agency case conferences for rough sleepers who have complex needs and/or a history of prolonged or repeat homelessness, and liaise with other services involved with the person's broader care plan, such as mental health services, social care, hospitals, their GP and welfare organisations.
13. Promote the use of the reconnection service to meet the needs of people who are sleeping rough, have no local connection with Northampton and want to move closer to family support, and work closely with other services and organisations to ensure that the way in which they are dealing with people who are sleeping rough, or at risk of sleeping rough, is consistent with the approach set out in the Multi Agency Rough Sleepers Strategy.
14. Work collaboratively with the Single Homelessness Adviser, Housing Transitions Officers, Street Outreach Workers, Nightshelter Team and other Navigators to deliver excellent joined-up services, avoid unnecessary duplication of work and make best use of available resources.
15. Create a new case on the Jigsaw system every time that an initial assessment is completed and ensure that the notes section of Jigsaw is continually updated until the case is either closed or reassigned to another Officer within the Housing Advice and Options Service.
16. Regularly review and update the contents of customers' personalised housing plans to determine the type and location of the accommodation that is most suitable for them and ensure that appropriate support continues to be provided.
17. Ensure that an accurate record is kept of all interviews, telephone calls, meetings and follow-up action taken by the Rough Sleeper Navigators, and that all files are maintained to a high standard, in order to assist monitoring, decision-making and effective case management.
18. Maintain a comprehensive record of all Navigator activity and ensure that all cases are actively managed and monitored for as long as the Navigators are working with them.
19. Ensure that all data entry and case recording is accurate and complete, and that it is undertaken within agreed timescales, in order to assist performance monitoring, the analysis of trends and the completion of the government's quarterly HCLIC return
20. Work proactively with the Housing Transitions Officers, hospitals, prisons and supported housing schemes to ensure that people leave hospital and prison in a planned way and that any barriers to rehousing are removed or overcome.
21. Complete all casework and homelessness prevention and/or relief activity (including research and information gathering, record keeping, assessments, the development and ongoing review of personalised housing plans, and the timely production of notifications) in accordance with Part 7 of the Housing Act 1996 (as amended), the Homelessness Reduction Act 2017, relevant guidance and case law, and the Council's policies and procedures.
22. Maintain a good understanding of the Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence, and alert Children's Services and/or Adult Social Care if it is suspected that a child or vulnerable adult might be being abused, neglected or harmed.

23. Support the regular review and updating of the Rough Sleeper Navigators' processes, policies and procedures, ensuring they comply with the relevant legislation and reflect good practice.
24. Create and maintain accurate records (using manual and computer systems) on all aspects of the Rough Sleeper Navigator Service to ensure compliance with agreed reporting arrangements and provide management with the information it requires to monitor performance, forecast future need for the service and implement agreed improvements.
25. Represent the Council on a variety of forums and working parties for the purpose of exchanging information, improving joint working, developing strategy, delivering better outcomes for service users, and enhancing the reputation of the Council.
26. Actively consider new and innovative ways of doing things, recognising and promoting the positive benefits of change as a means of improving services and achieving goals.
27. Recognise personal and professional boundaries, work in a safe manner and contribute positively to the creation of a safe and healthy working environment, in accordance with the Council's policies and procedures, to ensure compliance with health and safety requirements.
28. Maintain professional competence and keep abreast of developments through research and reading, and by attending relevant courses, meetings and supervision.
29. Deputise for the Street Services Co-ordinator in their absence, as required.
30. Perform any other duties (consistent with the grade and objectives of the post) that are required by the Housing Advice & Options Manager in order to ensure the delivery of a high quality, responsive and effective Rough Sleeper Navigator Service.

**Job descriptions will be subject to review and possible change on an annual basis subject to corporate and service plan priorities.**

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## **PEOPLE AND RESOURCES**

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The Rough Sleeper Navigator is not responsible for the management of any budgets or the supervision, management and direction of any employees.

### **Other people both external and internal**

- (i) The Postholder will act on behalf of the Council (as an ambassador and/or negotiator, as appropriate) in relation to:
  - Other local authorities and public bodies including governmental organisations
  - Organisations representing private landlords, tenants and homeless people
  - Organisations representing carers and people with disabilities

- Charities, social landlords, supported housing providers and other non-governmental organisations
- Other key stakeholder groups – including local advice and support providers

(ii) The Postholder will work with Councillors, managers and employees of the Council to meet the Council's aims and objectives.

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## **CORPORATE RESPONSIBILITIES**

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- To ensure that the services delivered by the Council are designed to meet the needs of Northampton's diverse customer base and are delivered to the highest possible standards.
- To make a positive corporate contribution, including contributing to corporate projects and initiatives which may cross cut service boundaries
- To work positively with partners in the best interests of Northampton promoting a "Team Northampton" approach.

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## **DATA PROTECTION ACT / FREEDOM OF INFORMATION**

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Working with manual and computerised systems, the Postholder will need to be fully aware, at all times, of their responsibilities under the General Data Protection Regulation 2016 and Data Protection Acts of 1998 & 2018 for the security, accuracy and relevance of personal data held on such systems, and to be conversant with the implications of the Freedom of Information Act. The Postholder will also be required to be fully aware of, and comply with, the Council's Data Quality procedures to ensure that all management information is accurate and fit for purpose.

## PERSON SPECIFICATION

	Essential/Desirable ?		Methods of Assessment (Yes = Y)			
	E?	D?	Application Form	References	Interview	Other
<b>KNOWLEDGE</b>						
Good understanding and awareness of housing and homelessness issues	E		Y		Y	
Good understanding of the main causes of rough sleeping and the barriers that people who are sleeping rough face when trying to access accommodation	E		Y	Y	Y	
Experience of developing and delivering housing, social care or health services	E		Y		Y	
Experience of motivating diverse and complex client groups to achieve positive, sustained outcomes in relation to housing, social care, health and/or employment	E		Y		Y	
Ability to speak Polish, Romanian, Albanian, Lithuanian, Latvian and/or Russian		D	Y		Y	
Working knowledge of the welfare benefits available to single homeless people	E		Y		Y	
Successful track record of working collaboratively and proactively with other services and organisations to prevent homelessness and to provide innovative, settled housing solutions	E		Y	Y	Y	
Experience of producing risk assessments, needs assessments and support plans	E		Y	Y	Y	
Successful track record of conflict management and dealing with individuals who present challenging behaviour	E		Y	Y	Y	
An understanding of equality and diversity	E		Y		Y	

<b>KNOWLEDGE (continued)</b>	E?	D?	Application Form	References	Interview	Other
An understanding of the requirements of the General Data Protection Regulation		D	Y		Y	
An understanding of the requirement to ensure accurate data entry into record keeping systems for the purpose of producing statistical returns		D	Y		Y	
Experience of managing a case load	E		Y		Y	
Experience of working with, and advocating for, people who are sleeping rough		D	Y		Y	
Experience of working in a housing context with ex-offenders and/or people who have substance misuse or mental health issues		D	Y		Y	
<b>SKILLS</b>						
Literate and numerate	E		Y			Y
Excellent listening and interviewing skills, with a proven ability to inspire and motivate people to improve themselves and/or others	E		Y	Y	Y	
Excellent interpersonal skills and the emotional resilience to be able to deal effectively with complex circumstances surrounding vulnerable people.	E		Y	Y	Y	
Ability to work well under pressure and to make clear, consistent decisions	E		Y	Y	Y	
Ability to work on own initiative, prioritise work and meet tight deadlines	E		Y	Y	Y	

<b>SKILLS (continued)</b>	E?	D?	Application Form	References	Interview	Other
An effective team player with a proven ability to develop positive relationships with colleagues, managers and other services and organisations	E		Y	Y	Y	
A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations	E		Y	Y	Y	
Ability to provide service users with a range of options to suit their needs	E		Y		Y	
Ability to maintain accurate records and case files in electronic and paper format	E		Y		Y	
Experience of attending, and participating in, multi-disciplinary case conferences		D	Y		Y	
Excellent IT skills to enable use of a range of Microsoft Office programmes and specialist housing systems		D	Y		Y	
An understanding of safeguarding vulnerable adults and referral mechanisms when concerns are noted		D	Y		Y	
<b>ATTRIBUTES</b>						
A clear commitment to, and proven track record of, meaningful customer involvement and consultation	E		Y		Y	
Full driving licence and access to own transport for work purposes	E		Y			Y
Ability to undertake outreach sessions and attend community events outside of normal office hours	E		Y		Y	

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## REVIEW AND SIGNATURES

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**This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.**

Prepared by:	Emma Forbes
Job title:	Housing Advice & Options Manager
Date:	June 2019

Job evaluation date:	
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Name of job holder:	
Job holder's signature:	
Date:	