

<b>Job Title: Rough Sleeper Navigator</b>	<b>Role Profile Number: CEN85</b>
<b>Grade: M</b>	<b>Date Prepared: 16/05/2019</b>
<b>Directorate/Group: Communities and Housing</b>	<b>Reporting to: Rachel Strange</b>
<b>Structure Chart attached:</b>	Yes

## Job Purpose

- The Rough Sleeper Navigators will work with a group of identified rough sleepers who require specialist intervention and a multi-disciplinary approach to secure sustainable outcomes.
- You will build trust and provide person-centred support and advocacy, which enables a rough sleeper to navigate pathways and progress towards a life away from the streets.

## Key Accountabilities

- Carry out a strength-based assessment with each rough sleeping client and plan and enact support actions/interventions, which will assist clients to achieve their goals and move towards a sustainable life away from the streets
- Give clients choices and information and provide an enabling service so that they can access appropriate services, minimize harm and overcome barriers to engagement.
- Identify the complex needs of often highly vulnerable and high risk clients, which will include, substance misuse, alcohol dependence, mental health issues, offending and violent behaviour, anti-social behaviour and individuals involved in the sex trade, and making appropriate referrals to services
- Encourage and assist clients to establish positive social networks and undertake meaningful activities to assist promote social inclusion.
- Support clients to engage with their recovery, develop life and social skills, claim benefits and access appropriate accommodation and avoid a return to the streets
- Completion of risk assessments and support needs assessments with your own case load to assist in the delivery of identified actions identified within the Personal Housing Plan.

- To provide a multi-agency response and communicate information between all agencies in order to reduce street homelessness and increase sustainment of accommodation.
- To produce high quality casework management forms and maintain accurate records.
- To assist in developing best practice in providing homelessness services and solutions to homelessness.
- Support and promote the provision of programmes and campaigns aimed at reducing rough sleeping and homelessness; including the Temporary Winter Housing Provision.
- To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance.
- To support the delivery of local Rough Sleeper Counts including at night.
- To undertake work out of hours including weekends and evenings, using your own transport, ensuring your own personal safety at all times.
- As and when required assist the Housing Options Officers to gather evidence and information as part of their homeless assessment enquiries and with colleagues to prevent and relieve homelessness.
- To ensure lone working policies and procedures are followed at all times.
- To meet individual and team performance targets, including maintaining high standards of record keeping both paper and electronic.
- To foster and maintain relationships with internal and external partners and stakeholders to ensure the delivery of key outputs and performance indicators.
- To work with individuals to build community ties through the engagement opportunities of work and volunteering with a view to moving them towards becoming economically active and empowered.

### **Supplementary Accountabilities**

- Ensure all Health and Safety requirements are met. In particular where staff are engaged in 'lone working', systems are in place to ensure communications and monitoring of staff safety.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Undertaking any other duties that can be accommodated within the grading level of the post.

## **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

### **Minimum**

- Experience in a homelessness section or housing related field.
- Experience of working with vulnerable or homeless people or rough sleepers including case co-ordination and assessment, support planning and outreach.
- Experience of and a commitment to, building relationships with and working positively in partnership with a range of statutory and voluntary agencies.
- Good administrative, recording and reporting skills
- Ability to maintain professional boundaries.
- Confidence to work on own initiative as well as part of a team.
- Employ an empathetic and non-judgemental attitude towards service users.
- The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role.

### **Preferred**

- Understanding of benefits, housing and homelessness legislation, in particular Part VII of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017) and housing options
- Good IT skills and ability to keep accurate records using client databases, Microsoft Word, Excel and email
- Excellent communication skills.
- Knowledge of safeguarding children and vulnerable adults procedures
- Current, full driving licence.

## **Qualifications**

- Grade C GCSE English & Maths or equivalent

## **Decision Making**

- Responsible for decisions that directly impact upon the lives of people presenting as homeless, including their future housing provision.

**Creativity and Innovation**

- Initiating and developing a single service plan for each identified person

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b> N/A</p> <p><b>Typical tasks supervised/allocated to others</b> N/A</p>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.</p> <p>No</p>
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Communicate with partner agencies, accommodation providers and the voluntary sector to ensure the successful outcome of the project.
- Represent Swindon Borough Council at multi-agency meetings and forums.

**Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

**Other Key Features of the role**

- Develop evidence based best practice responses and make recommendations for improvement and change to achieve significant reductions in the numbers and prevalence of rough sleeping and street based activity within Swindon.
- The activities of this Section are very diverse and the postholder will be required to operate at all levels. The Section’s operations are such that the postholder will need to be flexible and able to switch priorities quickly.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name::</b>
<b>Date:</b>	