

Job description

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| Job title: | Housing First Navigator |
| Salary: | £19,409-£24,157 |

About the role

The Housing First Navigator provides person centred coaching, housing related support, information and advice to customers of the WMCA Housing First pilot.

The Housing First Navigator acts as the key worker for a small group of Housing First customers. The anticipated staff-to-customer ratio is one staff member to six customers although this may vary through the life of the pilot.

Customers of Housing First will be single people or childless couples who are rough sleeping, homeless or at imminent risk of rough sleeping; they may present as challenging and difficult, and are likely to have multiple and complex needs which make finding, securing and maintaining accommodation impossible or extremely difficult.

Staff will work to engage customers who have a history of disengaging from services, using a variety of techniques and approaches to build a relationship and develop a support plan. Staff will meet the customer's needs first in supporting them to reach their personalised goals, make informed decisions, and achieve a greater level of stability and independence.

All activity will be underpinned by the Housing First principles: -

1. People have a right to a home
2. Flexible support is provided as long as it is needed
3. Housing and support are separated
4. Individuals have choice and control
5. The service is based upon people's strengths, goals and aspirations
6. An active engagement approach is used
7. A harm reduction approach is used

Staff will work alongside Peer Mentors, who as former service users, will be there to provide additional advice and support to customers.

Staff are expected to work flexible hours in line with the needs of the customers. Therefore, work will be required outside of the conventional working week.

Duties and Responsibilities:

- Work with customers to help them articulate their goals and aspirations offering personal, therapeutic and emotional support. The work will be informed by core Housing First principles.
- Undertake comprehensive needs and risk assessments with each customer.
- Adopt a Psychologically Informed approach to supporting and coaching customers, including use of learning from Psychologically Informed Environment (PIE) training and reflective practice.
- Develop and maintain relationships with customers to enable person-centred support promoting choice and wellbeing. This will be done through regular contact including visits to customer's homes and appropriate community settings.
- Be adaptive and flexible, resilient to challenges and rejections, to support the stability and progression of customers in order to achieve personalised outcomes.
- Liaise with accommodation providers and actively encourage customers to move into appropriate Housing First accommodation of their choice.
- To identify barriers of accommodation and managing tenancies and to provide support including practical help with furniture, benefits advice, budgeting, neighbour relations and liaising with landlords.
- To offer advice, guidance and support on ways in which substance misuse and other harmful activities can be practiced more safely. This includes anticipating and supporting the reduction of harmful challenges whilst maximising opportunities.
- Be empowered and persistent in advocating for the customers to access all services, including reconciliation work with agencies if required.
- Develop, maintain and coordinate effective working relationships with external agencies, promoting effective communication for and about customers ensuring the Housing First pilot is widely known and promoted.
- With customer agreement, liaise with other agencies to facilitate access to support including Substance Misuse and Recovery, Offending and Criminal Justice, Health and Mental Health, Domestic Abuse, Welfare and Housing Benefits, Debt, Child and Adult Protection, Employment and Training.
- Identify cases requiring further help (specialist advice, alternative support) referring and supporting engagement as appropriate.
- Support the customers to access community resources to develop positive peer

networks and meaningful leisure opportunities, for example social, recreational, sport, faith, learning, arts.

- Regularly review the person-centred support plan to update, record and monitor progress of each customer.
- Promote, and encourage peer involvement within the service.
- To maintain accurate case files including accurate written records on customers worked with.
- Actively participate in achieving key performance indicator targets as set by Commissioner and the Project Steering Group.
- Contribute to regular reports on the service and the service evaluation project as required.

Key Outcomes

1. Customers have and maintain a home of their own
2. Customers have every opportunity to identify and achieve their goals and aspirations
3. Access to rights and help is maximised, including financial, health, social, occupation
4. Harm is reduced, including through reduction in – rough sleeping, homelessness, poor mental health, substance misuse, criminal behaviour, and anti-social behaviour.

[INSERT Organisation specific requirements] e.g.

- Provide temporary cover for colleagues as required.
- If required, participate in a rota of duties, to ensure that service delivery is available in the evenings, at weekends and on bank holidays.
- Ensure that administrative policies, specifically those on equal opportunities, confidentiality and data protection, are followed.

Person Specification

| | Essential | Desirable |
|--|-----------|-----------|
| Knowledge and Experience: | | |
| 1. Experience working in housing or homelessness, mental health, substance misuse, offending or other related field. | √ | |
| 2. Experience of working with vulnerable people or groups | √ | |
| 3. Understanding of adults with multiple and complex needs | √ | |
| 4. Understanding of how social disadvantage affects service take-up | √ | |
| 5. Understanding of Housing First principles and philosophy | | √ |
| 6. Knowledge of welfare rights and benefits system | | √ |
| 7. Experience of working within confidentiality and safeguarding frameworks | √ | |
| 8. Understanding of equality and diversity | √ | |
| Skills: | | |
| 9. Ability to plan, prioritise and work under own initiative | √ | |
| 10. Excellent organisational skills | √ | |
| 11. Strong attention to detail skills in the production of reports | √ | |
| 12. Ability to work collaboratively and constructively within a team setting | √ | |
| 13. Ability to influence and motivate a diverse range of stakeholders to develop best practice | √ | |
| 14. Excellent interpersonal, communication, active listening and presentation skills, with an ability to relate to a wide range of audiences | √ | |
| 15. Ability to multi task and act under pressure. | √ | |
| 16. Ability to respond positively and proactively to changes in the internal and external environment | √ | |
| 17. Ability to negotiate effectively with key stakeholders | √ | |
| 18. Persistence and determination in dealing with challenges | √ | |
| 19. Creativity and enthusiasm with a positive and solutions-focused attitude | √ | |
| 20. ICT literate and familiar with a range of basic software packages. | √ | |