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| **Job Description** | |
| **Post title** | Rough Sleeper Navigator |
| **JE Reference No** | N10497 |
| **Grade** | 9 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Manager Special Projects |
| **Location** | Your normal place of work will be Crook or Seaham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide a comprehensive, pro-active, and intensive intervention package to individuals and families who have multiple and complex needs and are at risk of homelessness or are already homeless. The aim of the role is to secure suitable accommodation, reduce ASB, assist them to make sustainable changes and reduce their barriers to employment.

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| **Duties and responsibilities** |

* Work with individuals, childless couples and families that have been identified as the most challenging, who face multiple problems and risk factors specifically homelessness and ASB with the aim to make sustainable changes to their behaviour, enabling them to live successfully in the community and reduce barriers to employment.
* To provide direct support and guidance to individuals and families in their homes or in other settings in relation to the prevention of homelessness, securing suitable accommodation, improving behaviours and promotion of their health, social and emotional development. Where appropriate update existing assessments to reflect current needs and identify what support is required to address the root causes of these and other needs.
* Undertake initial home visits, within agreed timescales, to identify any housing issues, including potential homelessness or unsuitable accommodation. Work proactively with colleagues within other Council departments, organisations, private landlords and housing providers to prevent homelessness wherever possible, including working jointly in a planned way to prevent homelessness.
* Work closely with clients to ensure their understanding of the team’s intensive intervention approach of providing intensive, structured support from the Team, partner agencies and specialist services. Deliver targeted interventions, toolkits and evidenced based programmes and co-ordinate plans for both clients and multiagency teams.
* Support clients to help tackle barriers to employment, education or, training.
* Work closely with individuals and families to develop a support plan and ensure their understanding that; they must accept responsibility for their own actions; they must engage fully with the team and other agencies and they realise the consequences of not engaging in the process.
* To safeguard adults and children in line with Durham County Council policies and procedures.
* To ensure Think Family approaches and Early Help continue in working practises.
* Ensuring maintenance of appropriate records and documentation relating to the work of the team as required by Government, external agencies and for the purpose of internal monitoring by the Council, including any local performance indicators.

* To ensure effective consultation with service users and other agencies on all aspects of the service, ensuring their involvement in the reviewing and improvement of the service.

The above is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ L4 or equivalent | * A relevant degree * Evidence of further professional development * Member of the Chartered Institute of Housing |
| Experience | * Demonstrated relevant experience providing intensive support to individuals and/or families including developing and delivering planned interventions * Experience of preventing homelessness and/or providing housing support to vulnerable clients * Working in a similarly challenging role * Experience of partnership working to achieve desired objectives * Ability to carry out risk and needs assessments of service users and develop and implement effective support plans | * Supporting individuals into education, training and employment * Experience supporting clients with substance misuse and mental health issues * Experience of delivering evidence based programmes such as restorative approaches or parenting programmes |
| Skills & Knowledge | * Knowledge of Durhams Family Intervention Project, * Knowledge of the Troubled Families Agenda and Early Help * Well-developed specialist knowledge relevant to working with individuals and families with multiple and complex needs * Knowledge of safeguarding policies and procedures for children and adults * Proven verbal and written communication skills IT literate * Excellent organisational skills * Negotiation and mediation skills * Excellent motivational skills * Ability to effectively manage a high volume and diverse workload through to results * Effective interpersonal skills including ability to work effectively as part of a team and in partnership with wide range of external agencies * Problem solving skills and innovative: ability to find creative solutions & to implement change | * Knowledge of Welfare Reform |
| Personal Qualities | * Assertive * Approachable * Non judgemental * Committed to achieving results * May be required to work outside of normal office hours. * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) as the role includes transporting clients |  |