

JOB DESCRIPTION

Job Title:	Rough Sleeper Navigator
Directorate:	West of England
Location:	Reading
Reporting to:	Outreach Team Manager
Responsible for:	Relevant staff and volunteers

PURPOSE OF THE JOB

The Rough Sleeper Navigators will work in Reading working with a fixed cohort or identified rough sleepers who require a specialist intervention and multi-disciplinary approach to secure sustainable outcomes. These are in the following areas.

- Sustaining accommodation.
- Improve Health and wellbeing.
- Engaging and sustaining in formal treatment for those who have substance misuse.
- Employment and Education securing a range of educational and employment opportunities including volunteering.

Working alongside local services, the Rough Sleeper Navigators are responsible for carrying a caseload and supporting the day-to-day delivery of the programme. They are responsible for:

- Coordinating the transition from the streets or from supported accommodation into an independent tenancy for clients and being the single point of contact for this.
- Building and maintaining working relationships with agencies and individuals who can aid clients in sustaining their recovery and meeting these outcomes.
- Delivering outcomes (as described above) for clients and evidencing their achievement.
- Working with colleagues to address support needs, improving life skills and building recovery networks (networks of support) with agencies, peers and from within the community to ensure clients sustain accommodation, improve health and take up work.

KEY RESPONSIBILITIES

Service Delivery and Outcomes

- Develop and deliver a service that is exceptional in a complex environment and that is creative, professional, and holistic and gets results.
- Understand and Operate under a Personalisation and Recovery methodology.
- Understand and utilise Psychologically Informed Practice in the delivery of case management systems, in training and in supervision.
- Employ a detailed knowledge and comply with the terms of relevant legislation, in the areas of housing, homelessness, rough sleeping, health and social care, and immigration.

- Work with Reading Borough Council, other voluntary and faith-based agencies, outreach teams, hostels, and private landlords to increase the choice and opportunities for housing for this group.
- To facilitate joint working and deliver joint recovery plans (with partners, peers and other agencies) and maximise opportunities and outcomes for our clients.
- Engage with clients to motivate them to change away from a street lifestyle, utilizing different motivational techniques, reflective practice and empathetic attitude.
- To work peripatetically, across Reading with multiple agencies in diverse areas including employment, health, housing, immigration, family relationships, criminal justice system, drug and alcohol service, welfare and other statutory bodies.
- To supervise Throughcare Worker, Volunteers and Student Placements on the team.
- To comply with St Mungo's Lone Working Policy and other Health & Safety measures as regards street, community and client work.

Sustaining Outcomes

- To work with clients to ensure they sustain their recovery, and we deliver to their aspirations around:
 - Sustaining accommodation - supporting clients to exit hostel pathways and live independently in their own homes away from traditional methods of support.
 - Improve health and wellbeing - Completing the Warwick Edinburgh Wellbeing Scale through the client's journey of recovery, linking clients into Mental Health, Drug and alcohol services and that they have the tools to sustain their engagement with the appropriate agencies.
 - Accessing Employment and qualifications – Linking clients into Educational, volunteering, part time and full-time work opportunities and evidencing it.
 - Positive relationships (with family, friends, peers and practitioners)
- To develop and deliver a personalised recovery network to ensure clients sustain their recovery:
 - Building networks of supports across agencies and the communities in which they live.
 - Peer and Volunteer Support.
- To challenge bad, poor or indifferent practice where it is harming a client's recovery.

Service Standards & Review

- To monitor the level of outcomes against targets in real time and to work with colleagues to problem solve any short falls against targets.
- To utilise the Opal database fully as both an outcome measurement tool and a case management system.
- To gather evidence of outcomes achieved in line with contract requirements, and work with the Team Manager to ensure all outcomes are evidenced through Opal as required in order to meet investor and board requirements, and contract obligations.
- To ensure governance of the quality of the work is achieved through:
 - In-house client reviews.
 - Multi-agency case conferences.
 - Feed into contract reviews and other performance management meetings.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Be proactive in reviewing and evaluating your own performance and identifying and acting upon areas for improvement and development.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Rough Sleeper Navigator

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or supporting statement to demonstrate your capabilities, in relation to the essential requirements in the person specification below. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience, Skills, Abilities & Knowledge required for your application:

1. Demonstrable experience of delivering best practice services for vulnerable people and of supporting the continuous improvement of services.
2. Demonstrable experience of motivating complex and diverse client groups to sustain housing, health and or work outcomes.
3. Ability to build and maintain constructive working relationships within a multi-agency context; with a variety of different people including clients and partner agencies in a detached street and community environment.
4. Ability to communicate effectively both verbally and in writing and to collate and evidence work outcomes using case management databases.
5. An understanding of the services and legislative environment regarding housing and health, work and immigration as it relates to people experiencing homelessness.

This post holder is expected to travel inside and outside of Reading at times. UK Driving license or equivalent is beneficial for this role.

The below experience, skills, knowledge and abilities will be assessed at different stages of the recruitment process, training and induction:

6. Good organisational and prioritisation skills with the ability to work independently within remote working practices.
7. Ability to supervise and motivate staff, Student Placements and Volunteers to engage effectively with clients.
8. Ability to handle financial responsibility, overseeing personal budgets and financial monitoring.
9. The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding and target-driven role.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends,
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.