

Management Group:	Place
Department/Section:	Housing Services
Job Title:	Rough Sleeper Navigator
Reports to:	Rough Sleeper Co-ordinator
Grade:	Bexley10

Purpose of the job

With an increase in homelessness nationwide and more individuals sleeping on the streets, the government has increased its commitment towards ending rough sleeping. A recent bid to the rough sleeping initiative grant, determined that there was a need for a Navigator in Bexley, to ensure that correct support and housing pathways are developed.

Principal accountabilities

Direction

The post holder will be responsible for the development of procedures to ensure consistency across the team responsible for delivery the outreach service. Pathway plans, support plans and risk assessments will also need to be rewritten into a consistent format in line with best practice.

Implementation

The Rough Sleeper Service is relatively new and evolving in Bexley and therefore the post holder will be required to work in partnership with the coordinator and colleagues from DLUHC to ensure our developing services are in harmony with the new mayor's strategy being published later this month.

To provide outreach services to rough sleepers

To directly intervene with people who use local services in a one-to-one or group setting to help them to address their problematic alcohol/drug use.

To provide support in the community for individuals and families with the aim of helping them to make the positive lifestyle changes that will aid their recovery.

To support and signpost individuals and families to engage with other supportive services.

To be the single point of contact and advocate for people who are referred to our services and with service providers and agencies.

Provide high quality information and referrals to relevant services maintaining clear concise records of all activity.

Assess and review the needs of people who access our services with an alcohol or drug problem, with in a variety of settings and ensure the correct support is in place.

Encourage and empower service users to improve their general health, including dietary needs, personal hygiene. And to partake in relevant vaccination programs that are available.

Ensure clients are provided with the correct support to improve their social situation. This may include assistance with housing, benefits, accessing community services employment and training options as well as budgeting skills.

Engagement with service users to remove any structural and social barriers to accessing treatment and recovery services.

Keep accurate and confidential records.

Produce relevant documents and reports in support of the role.

Work with colleagues from both inside and outside of the organisation to develop and improve services delivered.

To be an energetic and an excellent communicator who works well as part of a team that always seeks to understand first and create simple ways to keep people informed about things that are important to them.

To demonstrate personal integrity coupled with resilience to be part of a team that is known for delivering and keeping its promises. Your team will get things done on time, to the highest standards and learn quickly when things go wrong.

The delivery of a streamlined high quality customer focused service, ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the service manager.

Maintain and improve appropriate performance management systems, to effectively report on performance, against local and corporate targets and government requirements

Organisational Control and Development

To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Staff Management and Development

To work with the Rough Sleeper Coordinator to ensure that staff are recruited, managed, appraised and developed, and that effective arrangements are made for the training and development of all staff within the department to meet service needs and to provide equality of opportunity for all employees.

To liaise daily with the Floating Support Worker, to ensure that workloads are prioritised correctly, that support plans are consistent and appropriate and determine when joint visits are appropriate.

You will be expected to attend and participate in sub-regional and multi-agency meetings and deputise for the rough sleeper coordinator in his absence.

Personal Effectiveness

To present timely and relevant advice and information to manager's and elected members and to ensure that Group Leaders are briefed on major and sensitive issues.

To deal promptly with all matters requiring the post holder's personal attention.

To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.

To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.

Person Specification

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 Department/Section: Housing Services
 Job Title: Rough Sleeper Navigator

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Educated to a GCSE level as a minimum	E	A & I
(b) Relevant technical experience, knowledge & skills/abilities		
Proven experience of collaborative working and how to build effective partnerships	E	A & I
Experience of working effectively with elected Members and in partnership with other agencies.	E	A & I
Relevant experience of working in a local authority or social/private housing sector environment	E	A & I
Working experience with homeless clients and rough sleepers and a demonstrable ability to case work complex clients	E	A & I
Working and up to date knowledge of statutory and regulatory requirements relating to housing, homelessness, landlord and tenant law and other relevant legislation relating to the portfolio.	E	A & I
An ability to be part of a productive working environment where staff are clear about expectations and committed to the vision, goals and expectations of the organisation and service	E	A & I
Ability to work effectively both individually and as a team member in a fast-paced environment.	E	A & I
Ability to remain calm, emphatic, and professional, respecting applicants' differences and their home	E	A & I

providing a quality service within professional boundaries.

Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. E A & I

Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. E A & I

Ability to listen to customers and understand their needs. E A & I

Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. E A & I

(c) Other Additional Requirements

Demonstrable commitment to continued professional development E A & I

Committed to being performance driven and able to meet targets as well as producing sound evidence-based strategies within the team E A & I

Due to the nature of the role and the client group This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 or as prescribed in the Police Act 1997 (Criminal Records) regulations. A DBS enhanced check is an essential requirement for this role. E A & I

Full driving license and access to own transport. D A & I

Ability to travel throughout the Borough. E A & I

KEY:

I = Interview, A = Application Form, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance

These HPI values should not be changed.