

Job Description

Job Title: Housing First Enhanced Navigator

Grade: SO1

Overall purpose of the job

Working across Cambridgeshire as part of the Cambridgeshire Housing First Project and reporting to the Housing First Team leader, the Housing First Enhanced Navigator will be responsible for coordinating and providing a flexible solution focused service, applying an assertive engagement and positive risk-taking approach, in line with the Housing First England principles. Housing First provision relies on staff being committed to the ethos, applying a proactive ‘can do, will do’ approach, that focuses on the long-term goal of supporting people to access and sustain tenancies and maximising connectivity with the local community. The Housing First Enhanced Navigator will be working in an outreach and tenancy sustainment capacity to enable clients to access the services and interventions they need to build resilience, gain confidence, reduce harm and acquire the personal and social skills they need to move from the streets into accommodation and achieve their goals.

The Seven Housing First Principles:

1. People have a right to a home
2. Flexible support is provided for as long as is needed
3. Housing and support are separated
4. Individuals have choice and control
5. An active and assertive engagement approach is used
6. People are supported to identify their strengths, goals and aspirations
7. A harm reduction approach is used

Main accountabilities

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1.	To deliver the service in line with and ensure fidelity to the Housing First Principles.
2.	To proactively engage with those experiencing multiple disadvantage, homelessness and rough sleeping, who have been unable to navigate traditional homelessness/housing pathways and provide the support needed to help them move from the streets to settled homes.
3.	Deliver wrap-around intensive, trauma-informed support to Housing First tenants living with multiple and complex issues, within their own independent tenancies in the community, including practical help with tenancy start up and ongoing tenancy sustainment and where necessary post service support.
4.	Develop and maintain non-judgemental, honest and trusting relationships with service users, promote choice and control and support them to achieve their goals and aspirations. You will be confident in working with people who may present with challenging behaviours and may not be easily engaged.
5.	To carry out assessments of referrals to the service to ensure the service is provided to those who meet the eligibility criteria.
6.	To support a working caseload of 7 individuals, as identified through the Housing First Case Groups.
7.	To partnership work and maintaining relationships with other agencies to facilitate access to support including Adult Social Care, Criminal Justice, Health, Housing Providers and Employment and Training agencies.

8.	You will work flexibly to meet the changing needs of individuals, and service requirements, you will manage your own caseload, time and commitments. Maintain accurate up to date records on the relevant case management systems and collect and provide information in line with service requirements.
9.	To work within existing risk assessment processes, complete dynamic risk assessments and maintain own safety by following lone working procedures and by adopting a positive risk-taking approach.
10.	To participate in an out of hours rota offering phone support to people using the service, (for which a premium will be paid) to provide temporary cover for colleague's annual leave/absences as required and to work flexibly to ensure that service delivery is available during evenings; weekends and bank holidays as and when required.
10.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
11.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.
12.	<p>Safeguarding commitment</p> <p>We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.</p>

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Diploma, Degree or equivalent	Relevant Health, Social Work or Housing qualification or practical experience in this area of work.	E
GCSE's (or equivalent)	Grades A-C Maths and English	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Professional knowledge	<p>Knowledge/understanding or issues facing those experiencing Homelessness, and Rough Sleeping and the impact this has.</p> <p>Understanding of the importance of working in partnership with enforcement agencies.</p> <p>Knowledge of existing services working with multiple needs clients across Cambridgeshire.</p>	E E D
Equal Opportunities	In-depth understanding and knowledge of equal opportunity issues and anti-discriminatory practice.	E
Skills		
Working in partnership	Ability to bring together and work with voluntary and statutory sector services	E
Communication	<p>Effective communication skills including strong interpersonal skills in groups, teams and one to one situations</p> <p>Strong people skills including the ability to build rapport and to challenge inappropriate behaviours.</p> <p>Ability to write and present reports to senior managers.</p>	E E D
IT Skills	Good hands-on ability for data collection and manipulation, monitoring tool	D

	<p>development, report production and graph and table production.</p> <p>Good level of analytical ability.</p>	D
IT Systems	Understanding of IT applications including MS Office, internet and email.	E
Reflective Practice	<p>Demonstrable ability to learn from experience and to share that learning to improve service and staff performance.</p> <p>.</p>	E
Dealing with difficult situations	Ability to exercise sensitivity and clear judgement in issues to arrive at a balanced view. Ability to be able to positively challenge where appropriate.	E
Negotiation skills	Ability to present, persuade and negotiate at different levels and across different agencies, services and groups.	E
Creative thinking	Ability to create accessible ways of working that effectively engage and involve individuals and their support networks.	E
Travel	Be able to travel around the Cambridgeshire as necessary.	E
Experience		
Professional Experience	<p>Substantial experience of front line working with adults with challenging behaviour and/or associated mental health problems/adults with alcohol or substance abuse.</p> <p>Experience of engaging hard to reach clients.</p> <p>Experienced in assessing needs and implementing support plans.</p> <p>Experience working with multiple needs clients.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
Decision Making	Ability to make informed decisions that if challenged can be substantiated.	E

Equality, Diversity and Inclusion (applies to all roles)	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	E
Net Zero (applies to all roles)	Ability to contribute towards our commitment of becoming a net zero organisation.	E
Safeguarding (applies to all roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	E

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks X

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field X	Remote	Mobile
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