

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Rough Sleeper Navigator

Housing and Communities, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide a high quality, outcome-focused support to rough sleepers who have complex needs and require a co-ordinated, multi-disciplinary approach to their housing, health and wellbeing. To work collaboratively and imaginatively with other services to develop and implement multi-agency support to recovery, and resettlement.

To engage proactively and persistently with rough sleepers to find housing solutions, support recovery and maintain housing and independence, to avoid returning to the street, including providing personalised and flexible support that is psychologically informed and tailored to the individuals' circumstances and need.

Accountable to:

This role is accountable to the Street Services Team Leader or the Transitions Support and Sustainment Team Leader.

Responsibilities:

1. Engage proactively with rough sleepers to achieve positive and sustainable improvements to their housing, health, and wellbeing. Work with each rough sleeper to negotiate, develop and co-ordinate a comprehensive pathway of recovery, agreeing personal goals which may include finding sustainable accommodation, improving health and wellbeing, addressing any substance misuse issues, providing access to training and employment and cultivating positive social circles.
2. Develop positive and trusting relationships with rough sleepers, providing holistic and co-ordinated end-to-end support from initial contact, into settled accommodation, ensuring individuals are equipped to maintain their accommodation and independence.
3. Use motivational interviewing to promote engagement and provide individuals with advice, advocacy, and practical and emotional support. Ensure that approaches to rough sleepers with complex needs and/or a history of prolonged or repeat homelessness are psychologically informed, understanding the impact of an individuals' mental health, complex trauma and addiction.
4. Develop and maintain positive working relationships with a wide range of services, including day centres, faith and community groups, housing providers, drug and alcohol services, health and social care, immigration services, and criminal justice services. Promote the use of multi-agency case conferences for individuals with complex needs and/or history of prolonged rough sleeping, working collaboratively and imaginatively to develop and implement multi-agency support to recovery and securing housing.
5. Work proactively with the wider Housing Solutions team and support rough sleepers to engage with homelessness assessments and housing register applications. Support prevention and relief activity including information gathering, record keeping and engaging with Personalised Housing Plans. Work closely with the Housing Options Officers (Transitions) to ensure people leave hospital and prisons in a planned way and that any barriers to rehousing are removed or overcome.

6. Develop and maintain close working relationships with landlords in the social, supported and private rented sector to prevent homelessness, sustain tenancies and ensure that move-on arrangements are appropriate, efficient, and effective.
7. Promote the use of the reconnection service to meet the needs of people who are sleeping rough but have no local connection with Northampton and want to move closer to family support.
8. Ensure all correspondence is responded to appropriately, all telephone enquires meet protocols, and all necessary paperwork and records are effectively maintained in a timely manner and are accessible, including making accurate records of all interviews, telephone calls, meetings and follow-up actions.
9. Contribute to the development of local policies, procedures and working practices.
10. To be available during office hours, and out of hours in line with the needs and demands of the service (both on a routine basis and in the event of an emergency). Perform any other duties required by the Rough Sleeper Manager Street Services Team Leader and Transitions Support and Sustainment Team Leader to contribute towards the effective delivery of the service.
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications. assist performance monitoring, the analysis of trends and the completion of internal and external returns, including the government's quarterly HCLIC return.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Excellent written and verbal communication and use of English language, including the ability to communicate complex issues clearly and simply.	Essential	A, I
Excellent listening and interviewing skills, with a proven ability to inspire and motivate people to improve themselves and/or others	Essential	A, I
Excellent interpersonal skills and the emotional resilience to be able to deal effectively with complex circumstances surrounding vulnerable people.	Essential	A, I
Ability to work well under pressure and to make clear, consistent decisions	Essential	A, I
Ability to work on own initiative, prioritise work and meet tight deadlines	Essential	A, I
An effective team player with a proven ability to develop positive relationships with colleagues, managers and other services and organisations	Essential	A, I
A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations	Essential	A, I
Ability to provide service users with a range of options to suit their needs	Essential	A, I
Ability to maintain accurate records and case files in electronic and paper format	Essential	A, I
Experience of attending, and participating in, multi-disciplinary case conferences	Desirable	A, I
Excellent IT skills to enable use of a range of Microsoft Office programmes and specialist housing systems	Desirable	A, I
A clear commitment to, and proven track record of, meaningful customer involvement and consultation	Essential	A, I
Full driving licence and access to own transport for work purposes	Essential	A, I
Ability to undertake outreach sessions and attend community events outside of normal office hours	Essential	A, I
Ability to speak Polish, Romanian, Albanian, Lithuanian, Latvian and/or Russian	Desirable	A, I

Knowledge:	Essential / Desirable	Measured by
Good understanding and awareness of housing and homelessness issues	Essential	A, I
Good understanding of the main causes of rough sleeping and the barriers that people who are sleeping rough face when trying to access accommodation	Essential	A, I
Working knowledge of the welfare benefits available to single homeless people	Essential	A, I
An understanding of equality and diversity	Essential	A, I
An understanding of the requirements of the General Data Protection Regulation	Desirable	A, I
An understanding of the requirement to ensure accurate data entry into record keeping systems for the purpose of producing statistical returns	Desirable	A, I
An understanding of safeguarding vulnerable adults and referral mechanisms when concerns are noted	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of developing and delivering housing, social care or health services	Essential	A, I
Experience of motivating diverse and complex client groups to achieve positive, sustained outcomes in relation to housing, social care, health and/or employment	Essential	A, I
Successful track record of working collaboratively and proactively with other services and organisations to prevent homelessness and to provide innovative, settled housing solutions	Essential	A, I
Experience of producing risk assessments, needs assessments and support plans	Essential	A, I
Successful track record of conflict management and dealing with individuals who present challenging behaviour	Essential	A, I
Experience of managing a case load	Essential	A, I
Experience of working with, and advocating for, people who are sleeping rough	Desirable	A, I
Experience of working in a housing context with ex-offenders and/or people who have substance misuse or mental health issues	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to A Level or equivalent qualification or has significant experience and on-the-job training in a related role	Essential	A, I
Evidence of continued professional and personal development	Essential	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hrs	Primary work base:	Guildhall and Oasis House, Northampton
Job family band:	Care and Welfare 6	Worker type:	Flexible Part-flexible Fixed Field-based worker
Salary range:	£33,369 - £36,163	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

Working with manual and computerised systems, the Postholder will need to be fully aware, at all times, of their responsibilities under the General Data Protection Regulation 2016 and Data Protection Acts of 1998 & 2018 for the security, accuracy and relevance of personal data held on such systems, and to be conversant with the implications of the Freedom of Information Act. The Postholder will also be required to be fully aware of, and comply with, the Council's Data Quality procedures to ensure that all management information is accurate and fit for purpose.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

