

Job Description

Job title	Rough Sleeper Navigator
Directorate	PLACE : Regeneration, Culture and Environment
Division	Strategic Housing and Partnerships
Range	MPR 3
Reports to	Senior Resettlement Officer

Main purpose of the job:

To deliver proactive, trauma-informed outreach across Medway to verify, engage and support rough sleepers, both on the streets and within accommodation settings. This includes working effectively with individuals who have multiple and complex needs, with challenging behaviour. You will need to use engagement approaches to build trust and promote stability. To be adaptable in your approach to meet the needs of vulnerable individuals, ensuring support is accessible, flexible and responsive to circumstances.

To follow up with individuals experiencing rough sleeping and work closely with partner agencies to coordinate multi-agency interventions, information sharing and joint reports. A key element of the role is providing clear information, advice and practical assistance regarding available support services and housing options, with a focus on securing sustainable resettlement and move-on opportunities for long-term rough sleepers.

The role also has a strong preventative focus, working to reduce repeat episodes of rough sleeping and intervening early with those at risk to prevent first-night rough sleeping wherever possible. You will manage a caseload of clients, providing effective casework management that includes client-centred support plans, needs and risk assessments, and regular reviews to ensure progress, continuity of support and positive outcomes.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Advocacy: Representing the needs of the rough sleeping community.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

Documentation: Maintaining accurate case notes and completing monitoring paperwork.

To complete risk assessments and support plans for clients, ensuring they are clients focused. To ensure they are kept up to date and within the time frame by using data systems.

To support rough sleepers in completing a housing options assessments and assisting with providing relevant documentation.

Promoting individual aspirations, enhance independence and wellbeing, and maximise autonomy by supporting people to live their lives in the way that they choose

To attend MDT and complex needs meetings, as appropriate

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Senior Resettlement Officer.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A good standard of general education (GCSE Grade A* - C) including Maths and English or housing qualification at Level 2

Level B (in addition to level A criteria)

- Completion of role specific training as identified during Performance Appraisal Review

Level C (in addition to levels A and B)

Completion of role specific training as identified during Performance Appraisal Review

Knowledge

Level A

- Understanding of the needs and challenges facing people who are or have been homeless, including trauma; addiction, mental and physical health; exclusion and multiple disadvantages.
- Understanding of the causes of homelessness and social exclusion and approaches which seek to address this.
- Understanding the impact of rough sleeping on individuals' health and wellbeing and the disadvantages and barriers experienced because of sleeping rough
- Understanding of outreach, accommodation projects and services that can help vulnerable people.
- Knowledge of safeguarding children and vulnerable adults' procedures as it affects the role
- Understanding of welfare benefits and associated challenges faced by those sleeping rough
- Knowledge and understanding of health and safety, lone working, safeguarding and confidentiality.
- Understanding of Data Protection, customer confidentiality and information sharing as it relates to this role

Level B (in addition to level A criteria)

- Knowledge of the Council's housing options and best practice available to relieve and prevent homelessness
- Knowledge of best practices and initiatives on preventing rough sleeping
- Knowledge of the Welfare Benefits system and issues around entrenched rough sleeping and EEA nationals
- Drug and alcohol awareness and harm minimisation advice

Level C (in addition to levels A and B)

- Knowledge of housing and homelessness legislation such as the Housing Act 1996; Homelessness Code of Guidance; and Homelessness Reduction Act 2017
 - Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services
 - Good knowledge of the Settled Status application process for EEA nationals
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Experience

Level A

- Working with single homeless adults and/or those affected by rough sleeping and people facing multiple disadvantages.
- Using case work management systems and key-working support to ensure outcomes are met.

- Completing Needs & Risk Assessment and Support Planning which empowers service users and maximises the independence of people with complex needs Experience of working collaboratively, communicating effectively and building strong relationships with partner organisations
- Experience of 1:1 support work relating to vulnerable people
- Using/inputting on to various Management Information Systems.

Level B (in addition to level A criteria)

- Experience of working in an outreach setting
- Managing clients in crisis or challenging behaviour.
- Advocating on customer's behalf with other statutory and voluntary agencies and members of the public
- Case management and delivering case-coordination in a multiagency
- Working with homelessness individuals with mental health and/dual diagnosis

Level C (in addition to levels A and B)

- At least 2 years' experience with evidencable successful outcomes with rough sleepers
- Experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies.
- Safeguarding, Safety planning, Domestic Abuse and Sexual Exploitation
- Experience of utilising a range of housing options to relieve and prevent homelessness
- Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours
- Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies

Skills

Level A

- To work in collaboration and partnership with stakeholders to investigate areas of known and new rough sleeping.
- To maintain accurate records detailing the rough sleeping cohort, including updating the centralised referral list.
- To produce high quality support plans with a client centred approach.
- Ability to provide a multi-agency response and communicate information between all agencies to reduce rough sleeping and increase access to support services.
- To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance.
- Facilitating the re-connection of individuals with the areas in which they are from.
- To ensure lone working policies and procedures are always followed.
- To meet agreed performance targets, including maintaining high standards of record keeping.
- Must be able to work effectively and flexibly as part of a team to achieve the targets of the Housing Needs Team.
- Must be able to deal with difficult situations to achieve positive outcomes.
- Employ an empathetic and non-judgemental attitude towards service users.
- Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint

Level B (in addition to level A criteria)

- Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users.
- Ability to keep abreast of relevant professional developments and regulation.

- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and mitigate against health and safety issues resulting from delivering a service to rough sleepers and people with complex needs

Level C (in addition to levels A and B)

- Ability to identify people's strengths and understand the impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage)
- Strong influencing and stakeholder management skills and the ability to build relationships at all levels
- Proven ability in brokering and leading complex, high level partnerships internally and externally