

JOB DESCRIPTION – Rough Sleeper Navigator

Reporting to Enhanced Integrated Team Leader

Salary £32,208 Per Annum

Location Wandsworth

Hours Full-Time, 37.5 hrs (Mon-Fri)

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across six London boroughs to find secure accommodation and work towards a positive future. For over 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

PURPOSE OF JOB

The purpose of the Rough Sleeper Navigator role is to provide a comprehensive service to the client who is currently rough sleeping. The post will work in direct partnership with the outreach team as well as other relevant services within the borough to ensure support is both co-ordinated and effective.

This post will actively support clients to leave the street life providing a continued and consistent point of contact whilst assisting him/her in navigating the various change pathways available to them. This role will take over cases that have been verified by the rough sleeper outreach team and complete a full assessment of the individual. This assessment will be a full health and social care assessment including the use of screening tools.

The role will create a specific plan that will identify the needs of the rough sleeper and develop an engagement plan for those services needed. The plan could involve support for welfare benefit issues or debt, access to NHS services, help to access education, training and employment or support to engage with social care services. The principle objective would be to coach the client in a way that adequately equips him/her to maintain their accommodation and to demonstrate independence which would minimise the risk of returning to the street.

DUTIES

PRINCIPAL RESPONSIBILITIES:

- To help provide an environment where the client feels that positive life change is both within reach and achievable.
- To achieve the above whilst Implementing SPEAR's policies and procedures in order to deliver a quality service and excellent standard of work.
- Provide support & case co-ordination of services and partner agencies. To contribute to the compilation of all essential documents including risk assessments and support plans.
- To engage with current rough sleepers or people with a history of rough sleeping in order to effect sustainable long-term change.
- Encourage service users to establish social networks and undertake meaningful activities to order to develop positive coping strategies to challenging situations
- Support service users to engage with recovery services where appropriate. To potentially develop life skills, claim benefits and support them with move on options. Liaise with housing providers and work positively with key workers from other service providers.
- Case coordinate in a multi-agency environment ensuring service user's access services that meet their needs.

PERSON SPECIFICATION

KNOWLEDGE, SKILLS AND ABILITIES:

- An understanding of GDPR and data management.
- Experience of working within the homelessness sector.
- Knowledge of resettlement pathways and options.
- Experience of recovery focused service provision.
- A creative, solution-focused approach to overcoming challenges and a willingness to learn.
- Case coordination in a multi-agency setting.
- An understanding of issues facing rough sleepers with complex needs and risk assessing
- Safeguarding knowledge.
- Ability to accurately record service user information
- Knowledge of current drug and alcohol provision and relevant services, pathways and conditions.
- Emotional resilience to deal with challenging behaviour and to facilitate ongoing constructive engagement.
- Experience of assertive outreach.
- A commitment to learning and continuous improvement.

VALUES

Working together

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

Respectful

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

Determined

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

Visionary

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.

At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.