

Positive Pathways Navigator Job Description

Position Title:	Positive Pathways Navigator
Responsible to:	Positive Pathways Regional Manager/ Complex Lives Team Manager
Contract:	Permanent, 4 days a week
Salary:	£26-28,000 FTE depending on experience
Location:	Hybrid - Doncaster Complex Lives Team offices, in the community and home working
Leave:	22 days + bank holidays, pro rata. Additionally, 3 discretionary days are applied over the Christmas holiday closure

About Church Urban Fund

The Church Urban Fund work with and through local partners to address complex needs and help build connected, hopeful and confident communities. By working with our two subsidiary charities, Near Neighbours and the Just Finance Foundation, we help enable thousands of people every year to live more flourishing lives through work focussing on food poverty, homelessness, financial inequality, youth development and social cohesion. Our faith is inclusive and welcomes diverse voices to contribute, shape and motivate our actions. Our staff team includes those of Christian faith, other faiths and those of no faith all working together with shared values.

The Programme:

Positive Pathways is a homelessness prevention programme, specifically designed to help people with experience of homelessness move forward in life, focus on developing a broad range of life skills, and with an end goal of permanent sustainable accommodation and community integration. The programme was set up in 2018 to support people experiencing homelessness across Yorkshire. This year, we are entering the second phase of the programme, focused on supporting individuals to secure long-term or permanent housing and to maintain their tenancies, delivered through charities working in Sheffield, Rotherham, Bradford and Middlesbrough. In Doncaster, Church Urban Fund has partnered with the Doncaster Complex Lives team, a collaboration between various Public and Voluntary Sector services delivering a highly integrated approach to supporting people facing complex problems. This multidisciplinary team includes staff from DWP, Housing services, criminal justice services, and NHS working together to provide a joined-up approach to helping people access the support they need to improve and sustain their living situation.

The Role:

Employed by Church Urban Fund, you will work as part of the Doncaster Complex Lives Multi-disciplinary team, working alongside colleagues from the NHS, Local Authority and Housing, all under the broad direction of the Positive Pathways Regional Manager. You will play a key role in providing support for those exiting homelessness, guiding and supporting them through temporary accommodation and/or the early stages of a longer term or permanent tenancy. You will achieve this by working closely with specialist colleagues, external service providers, and faith-based organisations such as churches. Together, you will understand the needs of your caseload and help them access the necessary services and support to make meaningful changes.

PRINCIPLE RESPONSIBILITIES INCLUDE:

The support offered will be varied, but you will aim to provide a wraparound support service to clients; the precise nature of the support provided will vary between clients.

The Positive Pathways Navigator will:

1. Support individuals to engage effectively with identified services to meet their needs through sustained contact.
2. Record and update accurate support plans showing progression, activity and outcomes.
3. Organise key worker sessions with individual clients based on need and including responsibility-taking, reflection and overcoming crisis and trigger points that may result in disengagement.
4. Develop effective working relationships with key voluntary and statutory services.
5. Regularly review and address barriers to progress in partnership and with individual contacts.
6. Be responsible, resilient and assertive in the face of challenging behaviour and individuals who may be in crisis; disclose and discuss risks responsibly and acknowledge areas of limitation; liaise with all linked professionals responsibly.
7. Plan exit strategy for each individual, determined by their progress and future needs and refer to the appropriate support services.
8. Work within the Single Homeless Accommodation Project (SHAP) Team to share workloads and support colleagues to achieve team objectives.

As part of the role, you may also engage with clients who are not yet prepared to embark on their housing journey, in which case you will be:

- Delivering and brokering opportunities for clients that will aid their personal growth, improve confidence and emotional resilience, and link them to the local community.
- Seek opportunities that will engage clients with education, training, volunteering, and employment opportunities.
- Sign-post effectively to a variety of services that will meet the holistic needs of our vulnerable clients.
- Create and sustain a regular programme of drop-in activities at the Changing Lives Hub and other venues to promote relationship-building with clients, including those who might otherwise be resistant to engage with services.
- Work effectively with Doncaster Minster and other faith organisations across the town centre to develop understanding of the needs of homeless and vulnerable people.
- Support the development of a network of external local organisations and businesses who will offer progression and training for clients

Person Specification – Positive Pathways Navigator	
ESSENTIAL	DESIRABLE
Education and Training	
A good general standard of education and evidence of relevant CPD	
Knowledge and Experience	
At least two years' experience of working within in a support type role	Experience within a charity setting
An understanding of how different aspects can affect someone's journey – such as drug and alcohol misuse or mental illness.	Experience and knowledge around dealing with clients with alcohol and drug addiction
Knowledge and understanding around the complexity of homelessness (this doesn't need to be work based knowledge as long as you can show a good understanding in this area)	Knowledge and understanding of local councils, housing associations and housing registers
Some understanding of housing legislation	Experience in collaborative problem-solving with clients, colleagues, and external stakeholders
Experience of being involved with services that support people	Knowledge of local authorities and government response to homelessness
Experience of working in a multi-agency environment and/or developing partnerships	Lived experience of homelessness or insecure housing
Knowledge and understanding of Data Protection/GDPR	
Knowledge and understanding of Safeguarding adults at risk of abuse	
Understanding and sensitivity towards clients of diverse backgrounds, including ethnicities, genders, and cultures, to effectively engage with a wide range of clients	
Skills and Attributes	
Passionate about supporting people that have experienced Homelessness.	Ability to build rapport and maintain working relationships with key stakeholders
Resilience to deal with complex and challenging situations whilst keeping a level head.	Experience in client support planning, empowering individuals to achieve personal independence goals
Empathy and understanding towards all clients.	Have a full driving licence and access to a car
To be able to manage a case load of clients with varying levels of complexity.	
Approachable and supportive demeanour.	
Can be assertive in challenging situations.	
Self -motivated with the ability to learn and adapt	
Able to work on ones own initiative whilst able to work as part of a wider team	
Excellent interpersonal skills	

Able to take responsibility for organising own work effectively whilst maintaining accurate records	
Maintain confidentiality and professional boundaries	
Empathetic and able to build trust	
Computer Literate	
Able to embrace change, innovating, adapting and responding creatively to challenges and opportunities	
Willingness to attend meetings and perform occasional work beyond regular hours, with compensatory time off (TOIL) provided	

This job description is a statement of requirements at the time of writing and is not contractual. It should not be seen as precluding future changes after appointment to this role.

Doncaster City Complex Lives Team and Church Urban Fund are inclusive organisations and we welcome all applications. We want our workforce to be truly representative of the communities we serve. Diversity is an asset to our organisation and helps us create an inclusive, welcoming environment for all.

How to apply

For an informal conversation about this role and for more information, please contact Kate Sugden at Kate.Sugden@cuf.org.uk.

To apply, please send/email an up-to-date CV and covering letter outlining your relevant skills and experience, relating to the listed responsibilities and person specification to: hr@cuf.org.uk or HR Manager, Church Urban Fund, The Foundry, 17 Oval Way, Vauxhall, London, SE11 5RR.

Closing date: 9am, Monday 10th June 2024

Whilst you will predominately work with and through the City of Doncaster Complex Lives Team, the Church Urban Fund will be the legal employer and will be overseeing your employment.