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a safe place to  
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Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Navigator
<b>Delegated Authority:</b>	Level 5
<b>Team:</b>	Camden & Islington Navigator Service
<b>Responsible to:</b>	Navigator Team Manager
<b>Responsible for:</b>	N/A

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## Job purpose



Navigators are the lead caseworkers providing intensive support for individuals who are rough sleeping and experiencing multiple disadvantages (including substance misuse, mental ill health, offending behaviour, physical ill health, people experiencing domestic violence & abuse and perpetrators of domestic violence & other forms of abuse) advocating and enabling them to access appropriate services, including housing, scripting and health care.

The role involves working in multi-agency settings in Camden and Islington, working in partnership with existing delivery structures, local networks and developing collective practises. Navigators are able to manage their own their own time, working flexibly on the go, including some working from home. Navigators will carry a caseload of 10 client who are rough sleeping and experiencing multiple disadvantage, and will provide end-to-end holistic, coordinated support for each individual, from first contact in a street setting through to helping them to achieve a more settled and fulfilled lifestyle.

Navigators will provide personalised solutions which demonstrate innovation, creativity as well as iterative learning.

The approach taken with clients will be psychologically informed, incorporating an understanding of acute mental health conditions, complex trauma, and addiction.

Outcomes of the role include developing positive and sustained relationships of trust with clients and supporting them to engage with the support they need. This will include access to housing, access to support services for mental health, working alongside domestic abuse and specialist women's services and drug and alcohol services and access to services for those involved in the criminal justice system as well as enabling them to identify and address other areas of support they may have.

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## Key accountabilities

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- Navigators will work alongside existing Camden and Islington Services and will be expected to utilise their specialist knowledge, experience, training and contacts to build and develop collaborative networks within the rough sleeping sector.
- Navigators will work with Chain verified rough sleepers, or those at risk of rough sleeping who have a high level of street activity in Camden or Islington. Referrals will be taken from Camden Routes Off the Street team and from the referrals coordinator within Islington Council.
- Navigators will work with and share information with forums in Camden and Islington, which support rough sleepers and work collaboratively with delivery structures in both boroughs.
- Navigators will work flexibly to the needs and patterns of the cohort. This will entail some street-based work alongside outreach teams and may contain some occasional weekend work with the agreement of the manager.
- Navigators will work with specialist teams commissioned by LBC, LBI from the Rough Sleeping Initiative to support rough sleepers in the borough. You will work with a variety of teams, including Routes off the Street, Mungos Outreach and the Complex Needs Outreach Worker within the Council. The role will be expected to be self-driven and pro-active in coordinating with other projects, preventing overlap and progressing opportunities for joint working.
- Navigators will conduct comprehensive assessment of need and risk for each case, using effective tools and recording methods and sharing information with partner agencies where appropriate.
- Navigators will agree goals with each case which are achievable, and time measured and support the individual in rebuilding their life away from the street.
- Navigators will work within a team, demonstrating best collective practise in terms of empowered and enabled working. This iterative approach will develop and use reflective practice and active learning to generate the best solutions in a dynamic setting.
- Navigators will have access to personalised budget fund, which will be utilised to promote routes away from rough sleeping and support meaningful activity away from the street setting.
- Navigators will have forums for self-reflection and support including personalised supervision with the team manager, Reflective Practice & Clinical Case Discussion.

## Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

## Technical and professional know-how needed for position

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**When completing your application, you will be required to address (using examples) some of the points below**

### **Experience and Knowledge**

- Experience and understanding of the provision of services to rough sleepers experiencing multiple disadvantage who are rough sleeping or at risk of rough sleeping.
- Experience of effective liaison with social care, health, women's services housing and criminal justice agencies.
- A demonstrable level of experience, practise and understanding of the principles of risk and asset-based needs assessment, planning, goal setting, and reviewing.
- An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.
- Experience or a good understanding of VAWG and gender-based violence.
- Sound knowledge of multiple disadvantage, including ACEs (Adverse Childhood Experiences), how it can affect daily life, and an understanding of how to work with someone experiencing multiple disadvantages.

### **Skills and Abilities**

- To be self-motivated and able to work autonomously to find ways to engage and work with clients who may have a low level of interaction with and suspicion of services and make relationships with people who find it difficult to engage.
- To understand and appropriately approach the high levels of trauma experienced by rough sleepers – ensuring a psychologically-informed approach to complex trauma.
- To liaise and engage with other professionals/agencies, encouraging a multi-agency approach to create wrap around support for the client.
- To be able to confidently advocate for clients' interests, with reference to psychologically informed practices, when other services do not understand the client's situation.
- To be comfortable taking the lead by facilitating professional meetings, case conferences and TAM meetings to get the best outcome for the client and ensure their voice is heard.