



JOB DESCRIPTION – Rough Sleeper Navigator – 5 Vacancies

We are looking to recruit five Rough Sleeper Navigators (5.0 FTE) to join our team on a 12-month fixed-term contract, providing dedicated support to individuals experiencing rough sleeping and multiple disadvantage across the following boroughs:

- **Richmond & Wandsworth:** 2.0 FTE (2 positions)
- **Croydon:** 2.0 FTE (2 positions)
- **Kingston:** 1.0 FTE (1 position)

Job Title	Rough Sleeper Navigator
Reporting to	Outreach Team Leader
Salary	£34,365 per annum
Base Location	Twickenham, London. TW1 4AW. This role is sub-regional, and you will be required to travel across the following Boroughs to complete your duties: Richmond, Kingston, Wandsworth, Croydon
Contract	Fixed-term contract for 12 months.
Hours	37.5 hours per week, Monday to Friday, working on a rota of some early mornings and evenings. Occasional flexibility may be required to meet the needs of the service, for which time off in lieu (TOIL) will be provided where applicable.
Direct Reports	This role has no direct line management responsibility.

ABOUT US

We are SPEAR, a charity working tirelessly to end homelessness across South West London and beyond. We believe homelessness should be rare, brief, and non-recurring, and we work every day to make that a reality.

Our services include street outreach, assessment hubs, supported accommodation, and tenancy support, helping people move off the streets and into safe, secure housing. We take a person-



centred, trauma-informed approach, building trust and supporting people to achieve long-term stability and independence.

We are also committed to supporting our staff. At SPEAR, you'll be part of a passionate, skilled, and diverse team, with opportunities for training, progression, and well-being support. Together, we are building stronger communities where everyone has a place to call home.

PURPOSE OF JOB

The Rough Sleeper Navigator provides intensive, person-centred, end-to-end support to individuals experiencing rough sleeping and multiple, complex needs, helping them move away from street homelessness, access appropriate accommodation and work towards long-term independence.

Working closely with the Rough Sleeper Outreach Team and other statutory, voluntary and community services, the role ensures that support is coordinated, consistent and responsive to each individual's circumstances. Navigators act as a dedicated point of contact, building trusting relationships, advocating on behalf of clients and helping them overcome barriers to accessing the services and support they need.

The role involves taking referrals of individuals verified as rough sleeping by the Outreach Team, undertaking comprehensive health and social care assessments, including appropriate screening tools, and developing personalised support and engagement plans. These plans address a range of interconnected needs, including housing, mental and physical health, substance use, offending behaviour, welfare benefits, debt, social care, and access to education, training and employment.

Navigators provide practical and emotional support, alongside one-to-one and group interventions where appropriate, to help individuals address problematic alcohol or drug use, engage with treatment and recovery services, build resilience and confidence, and make positive, sustainable changes to their lives.

A key focus of the role is to support individuals throughout their journey from rough sleeping into settled accommodation, providing continuity of support, promoting independence and equipping them with the skills, confidence and support networks needed to sustain their accommodation and minimise the risk of returning to the streets.



DUTIES

1. Service Delivery and Client Engagement

- Deliver a high-quality, person-centred and psychologically informed support service to individuals experiencing rough sleeping or with a history of street homelessness, supporting them to achieve sustainable improvements in their circumstances.
- Proactively engage with individuals who may be reluctant to access traditional services, using assertive outreach, persistence, flexibility and creative engagement approaches to build trust and establish positive working relationships.
- Provide a consistent and reliable point of contact for clients, recognising that individuals experiencing multiple disadvantage may require intensive, longer-term support to achieve meaningful and sustainable change.
- Create a supportive, non-judgemental environment in which clients feel respected, listened to and empowered to make positive changes in their lives.
- Adopt a strengths-based and trauma-informed approach, recognising the impact of adverse childhood experiences (ACEs), trauma, social exclusion and previous experiences of statutory services on an individual's ability to engage.
- Promote client choice, independence and self-determination, ensuring that clients are actively involved in decisions about their support and that interventions are developed collaboratively.
- Undertake planned and responsive outreach visits, including early mornings, evenings and other flexible working arrangements where required to meet the needs of the service.
- Maintain clear professional boundaries while developing constructive, trusting relationships with individuals experiencing complex and challenging circumstances.
- Work in accordance with SPEAR's policies, procedures, values and service standards, ensuring that support is delivered consistently, professionally and with appropriate regard to confidentiality and dignity.

2. Assessment, Support Planning and Case Management

- Manage an allocated caseload of individuals experiencing rough sleeping and multiple, complex needs, providing intensive and coordinated support in accordance with individual circumstances and service priorities.
- Accept referrals from the Rough Sleeper Outreach Team and other agreed referral pathways, ensuring appropriate information is obtained and individuals are engaged promptly.
- Undertake comprehensive assessments of clients' housing, physical and mental health, substance use, financial circumstances, social care needs, offending history, personal safety and wider support requirements.



- Complete and regularly review individual risk assessments, identifying potential risks to clients, staff and others, and implementing proportionate risk management measures.
- Develop, implement and regularly review personalised support plans with clients, establishing realistic goals, agreed actions and clear responsibilities.
- Identify barriers to engagement and develop flexible, practical approaches to overcoming them, particularly where individuals have experienced repeated exclusion from services.
- Coordinate the delivery of agreed support interventions, ensuring that referrals are followed up, actions are progressed and clients receive continuity of support.
- Regularly review progress against agreed goals, adapting support plans and interventions to reflect changes in clients' needs, circumstances and aspirations.
- Maintain accurate, timely and comprehensive case records using SPEAR's designated client management systems, including InForm, in accordance with organisational procedures and data protection requirements.
- Ensure that all assessments, support plans, risk assessments, safeguarding concerns and significant case developments are appropriately documented and updated.
- Contribute to service monitoring, reporting and evaluation by accurately recording interventions, client outcomes, accommodation achievements and other relevant performance information.

3. Housing Pathways and Tenancy Sustainment

- Support individuals to move away from rough sleeping by identifying, accessing and securing appropriate, safe and sustainable accommodation.
- Maintain an up-to-date understanding of local housing pathways, homelessness legislation, statutory housing duties and accommodation options, including supported housing, temporary accommodation and longer-term housing solutions.
- Advocate on behalf of clients with local authorities, housing providers, landlords and other relevant agencies to overcome barriers to accessing suitable accommodation.
- Support clients to navigate housing applications, homelessness assessments, housing benefit or Universal Credit housing costs, and other relevant administrative processes.
- Work collaboratively with housing providers and support services to coordinate planned moves into accommodation, ensuring that appropriate support arrangements are established.
- Provide practical assistance to clients in developing the skills necessary to maintain accommodation, including budgeting, managing bills, understanding tenancy responsibilities and accessing community services.
- Identify and respond promptly to emerging risks to tenancy sustainment, including rent arrears, substance use, deteriorating mental health, social isolation and difficulties managing accommodation.
- Promote independence and resilience by supporting clients to establish routines, develop positive relationships and build connections within their local communities.



- Work towards reducing repeat homelessness by ensuring clients have access to appropriate ongoing support and are equipped with the skills and resources required to sustain their accommodation.

4. Health, Substance Use and Recovery Support

- Identify and respond to the physical health, mental health and substance use needs of clients, recognising the relationship between these issues and an individual's experience of homelessness.
- Apply harm reduction, recovery-oriented and psychologically informed approaches to support clients who may be experiencing problematic drug or alcohol use.
- Deliver appropriate one-to-one interventions, including motivational interviewing, brief interventions and other evidence-informed approaches, within the scope of the role and relevant training.
- Support clients to understand the impact of substance use on their wellbeing, relationships and housing circumstances, encouraging engagement with appropriate treatment and recovery services.
- Facilitate access to community drug and alcohol services, prescribing services, detoxification and rehabilitation pathways where appropriate.
- Work collaboratively with mental health services, GPs, community health teams and specialist practitioners to ensure that clients can access appropriate assessments, treatment and ongoing care.
- Recognise indicators of deteriorating mental health, self-neglect, substance-related harm and other health concerns, taking appropriate action and escalating concerns where necessary.
- Support clients to attend health appointments, understand treatment plans and overcome practical barriers to accessing healthcare.
- Promote positive coping strategies, emotional wellbeing, resilience and recovery, recognising that progress may be gradual and involve periods of disengagement or relapse.
- Work sensitively with clients affected by domestic abuse, exploitation, offending behaviour, trauma and other complex experiences, ensuring appropriate referrals and protective measures are considered.
- Recognise the importance of culturally responsive, gender-informed and trauma-informed interventions, adapting approaches to meet individual needs and circumstances.

5. Multi-Agency Working and Partnership Development

- Work in close partnership with SPEAR's Rough Sleeper Outreach Team and other internal services to ensure that clients receive coordinated and consistent support.



- Develop and maintain effective professional relationships with local authorities, housing providers, health services, substance use services, probation services, adult social care and voluntary and community organisations.
- Act as a central point of coordination for clients with multiple support needs, promoting effective communication and joint working between agencies.
- Arrange, attend and contribute to multi-agency meetings, case conferences and professional discussions to develop coordinated approaches to supporting individuals.
- Advocate for clients who experience barriers to accessing services, challenging exclusionary practices appropriately and seeking alternative solutions where conventional pathways are unsuccessful.
- Work collaboratively with partner agencies to develop joint support plans, clarify responsibilities and ensure that agreed interventions are progressed.
- Share relevant information appropriately and lawfully, in accordance with safeguarding responsibilities, data protection legislation and organisational information-sharing procedures.
- Identify gaps in local service provision and raise these with the relevant manager, contributing to discussions and initiatives aimed at improving access to services for people experiencing rough sleeping.
- Represent SPEAR professionally at relevant partnership meetings, forums and networking events, contributing to positive working relationships and promoting the organisation's approach to ending homelessness.

6. Safeguarding and Risk Management

- Maintain a strong commitment to safeguarding adults at risk, recognising that individuals experiencing rough sleeping may be particularly vulnerable to abuse, neglect, exploitation and self-neglect.
- Identify, assess and respond appropriately to safeguarding concerns, following SPEAR's safeguarding policies and relevant statutory procedures.
- Promptly report and escalate safeguarding concerns, incidents and significant risks to the appropriate manager or designated safeguarding lead.
- Undertake dynamic risk assessments when working in outreach environments, clients' accommodation and other community settings, taking appropriate steps to maintain personal and client safety.
- Recognise and respond to risks associated with substance use, mental health crises, violence, exploitation, domestic abuse and other potentially harmful situations.
- Work collaboratively with relevant agencies to develop risk management and safeguarding plans, ensuring that actions are proportionate, coordinated and regularly reviewed.
- Maintain appropriate professional boundaries and exercise sound judgement when working independently with individuals experiencing complex needs.



- Ensure that safeguarding considerations remain central to all aspects of service delivery and that concerns are addressed promptly and appropriately.

7. Client Empowerment, Inclusion and Community Integration

- Encourage clients to take an active role in identifying their goals, making decisions and shaping the support they receive.
- Promote a co-produced approach to support planning, recognising clients as experts in their own experiences and ensuring their views are reflected in decisions affecting them.
- Support clients to build confidence, resilience, self-esteem and practical life skills that contribute to greater independence and improved wellbeing.
- Encourage individuals to develop positive social networks and participate in meaningful activities, including volunteering, education, training, employment and community initiatives.
- Identify opportunities for clients to reconnect with family members, friends and other positive support networks where appropriate and safe.
- Support clients to access welfare benefits, financial advice, debt support and other services that contribute to improved financial stability.
- Promote equality, diversity and inclusion, ensuring that services are accessible and responsive to individuals from different backgrounds and with differing needs.
- Encourage clients to participate in service consultations, feedback opportunities and involvement activities, ensuring their experiences contribute to the ongoing development of SPEAR's services.
- Recognise and celebrate individual achievements and progress, including smaller steps towards engagement, recovery, independence and accommodation sustainment.

8. Monitoring, Reporting and Service Improvement

- Maintain accurate and up-to-date records of all client contacts, assessments, interventions, referrals and outcomes using SPEAR's designated case management systems.
- Ensure that information is recorded promptly, professionally and in accordance with organisational standards, contractual requirements and data protection legislation.
- Monitor progress against individual support plans and contribute to the achievement of agreed service outcomes and performance targets.
- Provide relevant case updates, outcome information and reports to the line manager within agreed timescales.
- Identify emerging trends, barriers to engagement and unmet client needs, contributing to discussions about potential improvements to service delivery.
- Participate in case reviews, reflective practice sessions, team meetings and service development activities to promote learning and continuous improvement.



- Contribute to the evaluation of interventions and support approaches, identifying effective practice and opportunities to strengthen outcomes for clients.
- Support the development and implementation of innovative approaches to engaging and supporting individuals who may otherwise be excluded from mainstream services.

9. Professional Practice and Organisational Responsibilities

- Work in accordance with SPEAR's policies and procedures, including those relating to safeguarding, equality and diversity, confidentiality, data protection, health and safety, lone working and professional conduct.
- Demonstrate SPEAR's organisational values through professional behaviour, positive working relationships and a commitment to delivering high-quality services.
- Take responsibility for maintaining professional knowledge and developing skills relevant to homelessness, housing, mental health, substance use and complex needs.
- Participate actively in regular supervision, team meetings, reflective practice, training and annual performance reviews.
- Work collaboratively with colleagues across SPEAR, sharing relevant information, knowledge and good practice to support effective service delivery.
- Maintain appropriate professional relationships with staff, volunteers, external partners and other stakeholders, raising any concerns through the appropriate channels.
- Ensure that administrative requirements, including timesheets, expenses, training records and other organisational documentation, are completed accurately and within required timescales.
- Comply with all relevant health and safety requirements, taking reasonable care for personal safety and the safety of colleagues, clients and members of the public.
- Demonstrate flexibility in working arrangements, including undertaking outreach activities and working outside standard office hours where reasonably required by the service.
- Undertake other duties consistent with the nature and level of the role, as reasonably requested by the line manager, to support the effective delivery of SPEAR's services.

ESSENTIAL KNOWLEDGE, SKILLS & EXPERIENCE

- Experience of working with people experiencing homelessness, rough sleeping, multiple disadvantage or other forms of social exclusion, including individuals with complex needs.
- Experience of providing person-centred support, including assessing needs, developing support plans, managing risk and monitoring outcomes.
- Experience of managing a caseload, maintaining accurate records and prioritising competing demands.
- Experience of engaging individuals who may be reluctant to access services and working collaboratively with external agencies to coordinate support.



- Good understanding of homelessness, housing pathways and the barriers faced by individuals experiencing multiple disadvantage.
- Understanding of mental health, substance use, trauma and their impact on individuals' behaviour, wellbeing and engagement with services.
- Knowledge of safeguarding, risk management, professional boundaries and person-centred, trauma-informed approaches.
- Excellent communication and interpersonal skills, with the ability to build trusting relationships, advocate for clients and maintain professional boundaries.
- Strong organisational, assessment and problem-solving skills, with the ability to work independently and respond effectively to challenging situations.
- Ability to work collaboratively with colleagues and external partners to achieve positive outcomes for clients.
- Good IT and written communication skills, including the ability to maintain accurate case records and use electronic case management systems.
- A compassionate, resilient and non-judgemental approach, with a commitment to equality, inclusion and SPEAR's organisational values.
- Flexibility to undertake outreach activities outside standard working hours where required.
- **A full, valid UK driving licence and the ability and willingness to drive as part of the role.**

DESIRABLE KNOWLEDGE, SKILLS & EXPERIENCE

- Experience of working in rough sleeping outreach, Housing First, supported housing, homelessness prevention or a similar specialist service.
- Experience of supporting individuals with co-occurring mental health and substance use needs, including engagement with treatment and recovery services.
- Knowledge of homelessness legislation, welfare benefits, local housing pathways and relevant statutory services.
- Knowledge or practical experience of motivational interviewing, harm reduction, psychologically informed practice and multi-agency case management.
- A relevant qualification or training in housing, homelessness, health and social care, mental health, substance use or a related field.



SPEAR ORGANISATIONAL VALUES

Collaborative	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.