Job description

## Housing First Navigator

* Grade: P01
* Reports to: Emma Abrahams – Team Leader
* Direct reports: None
* Your team: Independent Housing Intensive Support (IHIS)
* Service area: Housing Needs
* Directorate: Homes and Neighbourhoods

| **Special requirements of the post**  |
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| Workstyle: Frontline (Full presence, working in the borough full time)* Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.
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| This post requires a DBS check at the appropriate level (Basic) |

## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn’t be clearer: we serve. It’s in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we must look after our people. **Together we can change the future**.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out ‘CARE’, which is what we think public service is all about.

## Overview of the role

This role is funded by the council’s Rough Sleepers Accommodation Programme and is a fantastic opportunity to prevent a return to the streets by providing bespoke interventions to support tenancies and create opportunities for people within the Housing First framework.

This is a front-line role working with residents that have experience of homelessness or rough sleeping and identified as needing bespoke support to prevent a return to rough sleeping. The residents are likely to have complex needs and high levels of disengagement.

## Key responsibilities

* Developing and maintaining relationships with residents to enable person-centered support.
* Adopting a psychologically informed approach to supporting and coaching residents.
* Assessing clients for the scheme and preparing them for moving into allocated properties.
* All aspects of tenancy sustainment.
* Advocating and supporting residents including:
	+ Accompanying them to appointments;
	+ Accessing services such as: mental health, adult social care, substance misuse, primary and secondary health care services and treatment;
	+ Gaining life skills, developing positive social circles;
	+ Building individual self-esteem and resilience to be personally equipped to maintain accommodation and independence and avoid returning to the streets.
	+ Reaching personal goals and fulfilling personal needs by supporting people to take up meaningful day time activities
	+ Accessing appropriate welfare benefit entitlements and gaining employment and skills.
	+ Accessing debt, budgeting, and tenancy sustainment advice and support.
	+ Engaging with relevant voluntary, faith, and community organisations.
	+ Navigation of criminal justice systems and police services.
* Collaboratively developing and implementing robust processes for assessing, recording, managing and reviewing risks and vulnerabilities, ensuring that these are dealt with at an appropriate level within the service structure and that cases are escalated / de - escalated seamlessly.
* Being responsible for partnership working in relation to service development, multi- agency panels and individual cases. Understanding the role of all relevant statutory and non-statutory services available to residents and ensure that housing makes relevant referrals to safeguard and support them.
* Providing a person-centered approach by streamlining the communication process and allowing empathetic relationships to form between this position and customers to prevent homelessness and sustain tenancies.
* Offering dynamic and innovative solutions in order to meet the needs of the customer and working with all partners to prevent evictions and a return to rough sleeping.
* Keeping robust case notes and data to inform the team’s outcomes and data collection requirements.
* Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

### Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

## Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

### Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

#### Knowledge, experience, and skills

| **Point** | **Criteria description** | **Essential/desirable** |
| --- | --- | --- |
| 1 | Experience of working in housing or homelessness services such as substance misuse, mental health, or other related field | Essential |
| 2 | Experience of working with people with complex needs including for example, history of rough sleeping, substance misuse, mental health, offending, or trauma  | Essential |
| 3 | Understanding of Housing First principles | Essential |
| 4 | Excellent inter-personal and communication skills, both written and verbal, and the ability to communicate and present ideas and issues to a wide range of individuals and groups | Essential |
| 5 | An awareness and understanding of the support needs of vulnerable adults including the importance of supportive relationships, fulfilling lives, developing resilience and preventing homelessness | Essential |
| 6 | Ability to work in a trauma informed way and able to implement a psychologically informed approach to supporting people | Essential |
| 7 | An understanding of the complex issues contributing to homelessness and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of homeless people | Essential |
| 8 | Experience of working as part of a team as well as working on own initiative, whilst remaining accountable to line management | Essential |
| 9 | Good time management and planning skills, ability to meet deadlines with competing priorities | Essential |
| 10 | Ability to adhere to the Council’s Dignity for All policy | Essential |
| 11 | This role will require you to obtain an Enhanced clearance from the Disclosure and Barring Service | Essential |

## **Our accreditations**

 Our accreditations include: Disability Confident Leader, The Mayor’s Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.