



**Post:** Navigator (Rough Sleeping)

**Delegated Authority:** N/A

**Team:** Newham Team Services

**Responsible to:** Senior Navigator - Team Leader (Rough Sleeping)

**Responsible for:** Designated caseload of clients

### **Job Purpose**

Navigators will provide intensive support for people who are rough sleeping with complex needs, advocating & enabling them to access appropriate services, including housing.

The role will work in multi-agency settings in Newham, working in partnership with existing delivery structures, local networks and developing collective practises.

The Navigator will carry a case-load of up to 8-12 rough sleeping people with multiple needs and will provide end to end holistic, coordinated support for each individual from first contact in a street setting through to them achieving a more settled and fulfilled lifestyle.

Outcomes of the role include developing positive and sustained relationships of trust with clients & supporting them to engage with the support they need: This will include access to housing, access to support services for mental health and substance misuse and access to services for those involved in the criminal justice system as well as enabling them to address any other issues they may have.

### **Key Accountabilities**

- The Navigator will be based and working alongside the existing SHP Newham Services and expected to utilise their specialist knowledge, experience, training and contacts to build and develop collaborative networks within the rough sleeping sector.
- The Navigator will work with verified rough sleepers, or those at risk of rough sleeping who are street active in Newham.
- The Navigator will work with and share information with forums in Newham, which support rough sleepers and work collaboratively with delivery structures in the boroughs.

- The Navigator will work flexibly to the needs and patterns of the cohort. This will entail some street based work alongside outreach teams.
- The Navigator will work with specialist teams commissioned by LBN and MHCLG to support transient street populations. 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.
- The Navigator 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.
- The Navigator will agree goals with each case which are achievable and time measured and support the individual in rebuilding their life away from the street.
- The Navigator will work within a team, demonstrating best collective practise in terms of empowered and enabled working. This iterative approach will develop and use reflective practise 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.

### **Technical and Professional Know-How required for Effective Performance**

#### **Experience and knowledge**

1. A high level of experience and understanding of the provision of services to people with complex needs who are rough sleeping or at risk of rough sleeping
2. Experience of effective liaison with social, health, housing and criminal justice agencies.
3. A significant level of experience, practise and understanding of the principles of risk and asset-based needs assessment, planning, goal setting, and reviewing;
4. An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals;

#### **Ability**

5. 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;
6. To engage other professionals with a wide range of professionals, some of whom may have very different approaches to problem solving through a multi-agency approach, and advocate to agencies on behalf of the Project and its clients;

#### **Attitude**

7. A commitment to improving services and life chances for people with complex needs;
8. The confidence to constructively challenge established practice, progress innovations in partnership with others in a dignified and professional manner.

Competency	What this looks like in practice	Level
<p><b>Analytical Thinking</b></p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p><b>Gathers the required information to solve problems</b></p> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and thinks about what information is required.</li> <li>▪ Collects the information required to solve the problem.</li> <li>▪ Draws upon and learns from previous experiences of self and others.</li> <li>▪ Organises the information in a logical way.</li> </ul>	<b>1</b>
	<p><b>Sifts and analyses information</b></p> <ul style="list-style-type: none"> <li>▪ Processes information quickly and draws accurate conclusions.</li> <li>▪ Breaks down problems into their parts, identifies cause and effect.</li> <li>▪ Makes accurate deductions.</li> <li>▪ Evaluates whether arguments or cases are complete or sound.</li> <li>▪ Challenges incorrect information or discrepancies.</li> <li>▪ Reflects on what they've done and learns from it.</li> </ul>	<b>2</b>
<p><b>Commitment and Drive</b></p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p><b>Is conscientious and professional</b></p> <ul style="list-style-type: none"> <li>▪ Meet targets and deadlines.</li> <li>▪ Do what they say they are going to do.</li> <li>▪ Prepares properly for meetings and events.</li> <li>▪ Complies with defined policies and procedures.</li> <li>▪ Understands the need to evidence what we do.</li> <li>▪ Completes paperwork and reports in line with standards.</li> </ul>	<b>1</b>
	<p><b>Is proactive and solution focused</b></p> <ul style="list-style-type: none"> <li>▪ Is enthusiastic and positive in what they do.</li> <li>▪ Do things before they need to be told.</li> <li>▪ Find solutions for themselves.</li> <li>▪ Knows when to make decisions and when to seek support from others</li> <li>▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures.</li> </ul>	<b>2</b>
	<p><b>Goes the extra mile</b></p> <ul style="list-style-type: none"> <li>▪ Willingly take on extra tasks and/ or responsibilities outside of their current role.</li> <li>▪ Look for and enjoy new challenges and opportunities.</li> <li>▪ Achieve results through their own motivation and drive.</li> <li>▪ Starts and carries through new projects.</li> <li>▪ Consistently achieve high standards for themselves (and others).</li> </ul>	<b>3</b>
<p><b>Efficiency and Effectiveness</b></p> <p>(The ability to plan and organise work so that</p>	<p><b>Organises own work</b></p> <ul style="list-style-type: none"> <li>▪ Thinks ahead about what needs to be done.</li> <li>▪ Sets clear priorities for work.</li> <li>▪ Shows good attention to detail; checks work for accuracy.</li> <li>▪ Keeps files and other paperwork up to date.</li> </ul>	<b>1</b>

<p>deadlines, targets and standards are met)</p>	<ul style="list-style-type: none"> <li>▪ Knows where to find things.</li> <li>▪ Meets targets and deadlines.</li> </ul>	
<p><b>Teamworking</b>  (The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p><b>Consistently delivers work on time and to standards</b></p> <ul style="list-style-type: none"> <li>▪ Produces work quickly.</li> <li>▪ Meets quality standards.</li> <li>▪ Plans work and projects, sets clear milestones.</li> <li>▪ Monitors progress and takes action where performance deviates from plan.</li> <li>▪ Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	<b>2</b>
	<p><b>Supports and considers others</b></p> <ul style="list-style-type: none"> <li>▪ Does their fair share.</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role</li> <li>▪ Sees when others are struggling and offers help.</li> <li>▪ Owns their decisions and does not pass the buck.</li> <li>▪ Actively contributes to team meetings.</li> <li>▪ Shares knowledge and ideas with colleagues.</li> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	<b>1</b>
	<p><b>Builds team spirit</b></p> <ul style="list-style-type: none"> <li>▪ Acts to promote cooperation in the team.</li> <li>▪ Emphasises the strengths of the team and builds on them.</li> <li>▪ Offers support and coaching when required.</li> <li>▪ Proactively identifies and manages conflict within the team.</li> <li>▪ Takes collective responsibility for team actions and decisions.</li> <li>▪ Represents the team positively to others in SHP.</li> </ul>	<b>2</b>
	<p><b>Promotes teamwork across SHP</b></p> <ul style="list-style-type: none"> <li>▪ Actively encourages teams across SHP to share best practice and new ideas.</li> <li>▪ Ensures that each team understands how they contribute to the organisation as a whole.</li> <li>▪ Finds out what other departments are doing to see if they can learn from them or to share ideas.</li> <li>▪ Ensures that each service/area promotes SHP as a whole externally and internally.</li> </ul>	<b>3</b>
<p><b>Effective communication</b>  (The ability to communicate with others in a cooperative</p>	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively.</li> <li>▪ Checks that they have been understood.</li> <li>▪ Speaks to people in a respectful and courteous manner.</li> <li>▪ Respects and takes into account cultural differences.</li> </ul>	<b>1</b>

<p>and sensitive way.)</p>	<ul style="list-style-type: none"> <li>▪ Uses appropriate body language.</li> <li>▪ Writes clearly and concisely.</li> <li>▪ Uses appropriate methods of communication.</li> </ul>	
	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>▪ Is open and honest.</li> <li>▪ Makes every effort to put people at their ease.</li> <li>▪ Is a good listener; gives people time.</li> <li>▪ Takes time to tune into what others are really thinking and feeling.</li> <li>▪ Is very aware of their own emotions and feelings and how these impact on others</li> </ul>	<b>2</b>
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>▪ Takes time to reflect on actions and behaviours and learn from them.</li> <li>▪ Admits when they make mistakes and learns from them.</li> <li>▪ Has the confidence to review what works and does not work.</li> <li>▪ Is aware of their own strengths and areas for development.</li> <li>▪ Takes responsibility for their own learning.</li> </ul>	<b>1</b>
	<p><b>Is assertive and self confident</b></p> <ul style="list-style-type: none"> <li>▪ Presents self in a confident manner.</li> <li>▪ Raises issues in a constructive way.</li> <li>▪ Able to make clear decisions and act on them.</li> <li>▪ Remains calm and self controlled in challenging situations.</li> <li>▪ Acts decisively and appropriately in a crisis.</li> </ul>	<b>2</b>
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer.</li> <li>▪ Treats people with respect and courtesy.</li> <li>▪ Explores with customers their specific needs.</li> <li>▪ Is very clear with boundaries – the customers and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	<b>1</b>
	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>▪ Actively seeks and offers alternative ways of meeting customers needs.</li> <li>▪ Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>▪ Foresees problems rather than waiting for them to happen.</li> <li>▪ Asks for feedback from customers about the service provided, and acts on it.</li> <li>▪ Establishes effective working relationships with other agencies to meet customer needs.</li> </ul>	<b>2</b>

	<ul style="list-style-type: none"> <li>▪ Knows when to refer on to other agencies.</li> </ul>	
<b>Embracing Change and Innovation</b>  (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)	<b>Responds positively to change</b> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change.</li> <li>▪ Is flexible and adapts easily to new requirements.</li> <li>▪ Is willing to learn and to take on new skills.</li> <li>▪ Offers constructive alternatives if they disagree with a change.</li> </ul>	<b>1</b>
	<b>Generates new ideas</b> <ul style="list-style-type: none"> <li>▪ Constructively challenges the way that things are done now and proposes feasible and better ways.</li> <li>▪ Comes up with creative solutions and ideas.</li> <li>▪ Seeks new ways of working in partnerships.</li> <li>▪ Asks for others ideas on how changes and new ideas can be implemented.</li> <li>▪ Looks for new opportunities for promoting SHP.</li> </ul>	<b>2</b>

**Competencies Required For Effective Performance:**