

Job Description and Person Specification

Job Title: Housing First Navigator



Job Description

Job Title	Housing First Navigator
Grade	5
Service	Housing & Homelessness
Reports to	Kerri Pritchard
Location	Broadgate House
Job Evaluation Code	A5994



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

The Housing First Navigator provides person-centred coaching, housing-related support, information and advice to customers of the WMCA Housing First pilot.

The Housing First Navigator acts as the key worker for a small group of Housing First customers. The anticipated staff-to-customer ratio is one staff member to 5-7 customers although this may vary through the life of the pilot.

Customers of Housing First will be single people or childless couples who are rough sleeping, homeless or at imminent risk of rough sleeping; they may present as challenging and are likely to have multiple and complex needs which make finding, securing and maintaining accommodation difficult.

Staff will work to engage customers who have a history of disengaging from services, using a variety of techniques and approaches to build a relationship and develop a support plan. Staff will meet the customer's needs first in supporting them to reach their personalised goals, make informed decisions, and achieve a greater level of stability and independence.

All activity will be underpinned by the Housing First principles: -

1. People have a right to a home
2. Flexible support is provided as long as it is needed
3. Housing and support are separated
4. Individuals have choice and control
5. The service is based upon people's strengths, goals and aspirations
6. An active engagement approach is used
7. A harm reduction approach is used

Staff will work alongside Peer Mentors, who as former service users, will be there to provide additional advice and support to customers.

Staff are expected to work flexible hours in line with the needs of the customers. Therefore, work will be required outside of the conventional working week.

Main Duties & Key Accountabilities

- To provide support and intervention to customers to access and sustain accommodation in a positive, persistent, proactive and assertive way.
- To identify barriers preventing sustaining accommodation and managing tenancies and to provide support including but not limited to benefits advice, developing tenancy management skills (cooking, cleaning, paying bills), budgeting, neighbour relations, re-connecting with community services and liaising with landlords.
- Develop and maintain relationships with customers to enable person-centred support promoting choice and wellbeing. This will be done through regular contact including visits to customer's homes and appropriate community settings.
- Undertake comprehensive needs and risk assessments with each customer.
- Be adaptable and flexible, resilient to challenges and rejections, to support the stability and progression of customers in order to achieve personalised outcomes.
- Develop, maintain and coordinate effective working relationships with external agencies, and with customer agreement, liaise with other agencies to facilitate access to support.
- To maintain accurate case files including accurate written records on customers worked with and regularly review the person-centred support plan to update, record and monitor progress of each customer.
- Contribute to the regular and consistent capture of data (hard and soft) to assess progress and performance.
- Actively participate in achieving key performance indicator targets as set by Commissioner and the Project Steering Group.
- Adopt a Psychologically Informed approach to supporting and coaching customers, including use of learning from Psychologically Informed Environment (PIE) training and reflective practice.
- To work flexibly across a seven-day week to meet the needs of the service which may include some early mornings, evenings and weekends.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External <ul style="list-style-type: none">• Housing associations• Commissioned and Non-Commissioned housing/support services	Internal <ul style="list-style-type: none">• Rough Sleeper Outreach team• Supported Temporary Accommodation Team• Housing Options Team• Housing Benefit Team
---	--

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • A working understanding of the issues faced by homeless people, rough sleepers and adults with multiple complex needs 	
<ul style="list-style-type: none"> • Knowledge of relevant voluntary and statutory services 	
<ul style="list-style-type: none"> • An understanding of housing options and homelessness legislation 	
Experience	
<ul style="list-style-type: none"> • Experience of working with people who've experienced homelessness or rough sleeping or those with multiple and complex needs. 	
<ul style="list-style-type: none"> • Experience of partnership working, including cross partner working arrangements involving multiple organisations 	
<ul style="list-style-type: none"> • Experience of working independently and self-sufficiently in a complex and time-pressured environment 	
<ul style="list-style-type: none"> • Experience of innovative and creative thinking 	
<ul style="list-style-type: none"> • Experience of working with people who've experienced homelessness or rough sleeping or those with multiple and complex needs. 	
<ul style="list-style-type: none"> • Experience of partnership working, including cross partner working arrangements involving multiple organisations 	
<ul style="list-style-type: none"> • Experience of working independently and self-sufficiently in a complex and time-pressured environment 	
<p>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p>	

Date Created	10 th May 2023	Date Reviewed	29 th June 2023
---------------------	---------------------------	----------------------	----------------------------