

Job Description and Person Specification

Intensive Support Navigator

Job Details	
Grade	GRD5
Service	Housing & Homelessness
Location	City Wide
Job Evaluation Code	A5994

About Coventry City Council
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Accommodation Navigators deliver personalised guidance, housing-related assistance, and advice to individuals at risk of homelessness. They serve as primary contacts for tenants or rough sleepers, helping maintain housing stability and reducing homelessness.</p>

Main Duties & Key Accountabilities
<p>Providing support and intervention to customers to help them access and maintain accommodation in a positive, proactive, and consistent manner.</p>

<p>Identifying obstacles hindering stable housing and maintaining tenancies while offering support such as benefits guidance and tenancy-related skill development.</p> <p>Providing assistance with budgeting, household tasks, neighbour interactions, community service engagement, and communication with property owners.</p>
<p>Building and maintaining relationships with customers to provide personalised support, promoting choice and wellbeing through regular contact and community visits.</p>
<p>Conducting thorough needs and risk assessments collaboratively with every customer.</p>
<p>Being adaptable and flexible, remaining resilient to setbacks and refusals, supports stability and advancement for customers to achieve tailored results.</p>
<p>Developing, maintaining, and coordinating effective professional relationships with external organisations to ensure seamless collaboration and access to necessary support services.</p>
<p>Maintaining precise case files with detailed written records on individuals supported and frequently reviewing the personalised support plan to document progress.</p>
<p>Adopting a psychologically informed approach involves supporting and coaching customers, incorporating insights from PIE training and reflective practices.</p>
<p>Working flexibly across a seven-day week to fulfil service requirements, including occasional early mornings and evenings.</p>

Key Relationships	
External:	<p>Housing associations Commissioned and Non-Commissioned housing/support services Pre-Eviction Panel Vulnerable Persons Forum</p>
Internal:	<p>Rough Sleeper Outreach team Supported Temporary Accommodation Team Housing Options Team Housing Benefit Team</p>

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> ● 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.

- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements	
Knowledge	A working understanding of the issues faced by homeless people, rough sleepers and adults with multiple complex needs
	Knowledge of relevant voluntary and statutory services
	An understanding of housing options and homelessness legislation
Experience	Experience of working with people who’ve experienced homelessness or rough sleeping or those with multiple and complex needs.
	Experience of partnership working, including cross partner working arrangements involving multiple organisations
	Experience in working independently within a complex and deadline-driven environment.
	Experience of innovative and creative thinking
	Experience of working with people who’ve experienced homelessness or rough sleeping or those with multiple and complex needs.
	Experience of partnership working, including cross partner working arrangements involving multiple

	organisations
	Experience of operating independently in a complex and demanding setting with tight timeframes.
Special Requirements	This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.