

March 2020

Dear Applicant

Homelessness Navigator, 37 hours (One year contract initially with potential to extend)

Thank you for your interest in the above post.

At North East Lincolnshire (NEL) Mind we understand that housing and mental health are often linked - being homeless can make people's mental health worse. Homelessness is also often symptomatic of past trauma, mental illness and very often dual diagnosis. The government has made important commitments around rough sleeping navigators and local accountability structures as part of its strategy to halve rough sleeping by 2022 and end it by 2027.

"Navigation" or "coordination" is a vital part of helping individuals with the most complex needs move away from rough sleeping and is an approach that is distinct from outreach or other forms of engagement with homeless people. Navigators have lower caseloads and are unrestricted by traditional time limits and targets which enables them to focus on assertive advocacy.

Working for NEL Mind as a Navigator you need have a strong belief that you can to make a real difference to people's lives. The aim of navigation is to enhance, and coordinate with, existing services, not to provide new ones. Navigators play an important role in identifying blocks and barriers within existing systems and finding solutions. You will need to be committed to making changes and improvements within existing systems as well as to supporting people.

The post will give the right person the scope and time to form trusting relationships with homeless people and focus on their individual needs. The support you provide will build on people's strengths and be shaped by an understanding of the impact that trauma has on people's presenting behaviours. Over time you will become a single, consistent and trusted point of contact for the individual enabling them to successfully engage, or re-engage, with services from which they would otherwise be excluded.

Working hours will need to be flexible to meet the needs of a successful engagement with a homeless person. Weekend work will therefore form part of your contracted hours. Once successful engagement has been achieved a more routine approach can be implemented.

Support is ongoing and follows the individual across changes to their personal circumstances including rough sleeping/changes in accommodation, imprisonment or periods in hospital. Individuals will be kept on the caseload as their circumstances improve to ensure that support can be restarted quickly if necessary.

Navigators will be supported working in this very challenging environment through the offer of regular supervision, solution focused practice, group reflective practice and training on specific issues such as attachment theory and managing aggressive behaviour.

Closing date is 01 April and interviews will be held on 14 April.

Yours faithfully

Jo Sherriff
Service Manager

JOB DESCRIPTION

JOB TITLE: Homelessness Navigator

LOCATION: North East Lincolnshire

SALARY: £19,019 per annum

HOURS: The post holder is required to work their contracted weekly hours flexibly to meet the needs of our clients and the organisation. The post will involve evening, weekend and public holiday working and, dependent on the place of work, shift working (to include nights) may be required.

REPORTS TO: Navigator Coordinator/Service Manager

OVERALL PURPOSE OF THE JOB

To improve outcomes for people with complex homelessness, health and criminal justice needs by forming trusting relationships with them, focussing on their individual needs and enhancing existing services.

ROLE RESPONSIBILITIES

Client focus

- Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and hope, called 'REACH' is adhered to at all times.
- Provide a persistent offer of support to people who have historically disengaged from services.
- Hold a case load of up to 8 homeless people at any one time
- Implement a 'systems change' approach to improving outcomes for homeless people
- Assess and develop person centred intensive support and action plans
- Assertively manage relationships with other providers to enable clients to access support at the time it's needed.
- Plan your diary to optimise the delivery of support to meet client's needs.
- Build trusting and supportive relationships, encouraging acceptable behaviour
- Encourage feedback from all stakeholders.
- Raise concerns for client safety and work with colleagues to devise plans to intervene to protect people from harm both health and social care needs.
- Maintain accurate and up to date client records through our management system as directed

Other

- Undertake basic administrative duties relating to referrals, record-keeping, monitoring, our accommodation, etc.
- Manage your own workload, reporting any contentious issues to your Line Manager.
- Complete reports to your manager detailing activities taking place during your shift if required.
- Assist colleagues to provide peer support to students and volunteers.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

In addition to the contents of this job description employees are expected to undertake any and all reasonable tasks allocated and identified by line management as being necessary for the proper performance of your role within the organisation and the overall business objectives of the organisation.

Overview of Hull and East Yorkshire Mind

Founded in 1976, we are a well-established charity with over 40 years' experience of delivering services to people with, or at risk of, mental health issues in Hull, the East Riding of Yorkshire and North East Lincolnshire. More recently we have also become a Housing Association.

Hull and East Yorkshire Mind is affiliated to the Mind network made up of over 130 charities across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and community. Our vision is that we will not give up until everybody experiencing a mental health problem gets both support and respect.

We provide a range of services, including advice, counselling, group support, personal budgets and housing for adults, young people and children.

We have a motivated workforce of over 90 staff, with 100 active volunteers and a number of social work students on placement.

Person Specification

When we shortlist applications we do so based on the information you tell us. Try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Job Title: Homelessness Navigator		Created: February 2020	
Area	Criteria	Essential	Desirable
Key knowledge	Demonstrable understanding of working with people who have complex needs including mental health, offending and the criminal justice system, substance misuse and homelessness	✓	
	Basic knowledge of how to intervene to effective support people who use our services	✓	
	Understanding of trauma informed care	✓	
	Knowledge of local and national support services specific to the people you will be supporting		✓
	Knowledge of common barriers to living independently		✓
	Knowledge and understanding of community development		✓
	Knowledge of health and safety, risk management and personal safety		✓
Relevant experience of	Working effectively on own initiative and demonstrating resilience in practice	✓	
	Working successfully as part of a team	✓	
	Some direct experience of homelessness or being at risk of homelessness, the criminal justice system, substance misuse and mental ill health		✓
	Providing an immediate response to emergencies		✓
Key competencies	Demonstrable ability to apply problem solving and common sense to a variety of situations	✓	
	The ability to draw upon own personal experience	✓	
	Able to plan and prioritise own workload	✓	
	Ability to communicate effectively with both internal and external stakeholders of the organisation	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	Demonstrates resilience when under pressure or faced with emotionally charged issues	✓	
	Ability to anticipate changing needs and respond positively	✓	
	Evidence of the ability to motivate people	✓	
	Able to search for, and implement, new and improved ways of working	✓	
	Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
	Have a non-judgmental approach and the ability to demonstrate compassion and empathy whilst working within professional boundaries	✓	
Additional requirements	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	Enthusiastic with a high degree of personal motivation and a flexible approach to working hours	✓	
	Possession of a full current driving license with use of a motor vehicle with business insurance and prepared to travel across the region.	✓	

Our Model of Mental Health Care (REACH)

At North East Lincolnshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties for Mind, will receive Statutory Sick Pay only in their probationary period and up to four weeks full Company Sick Pay in a 12 month period thereafter.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.