

Information Pack

Homeless Support Worker (Navigator)

Closing date:

16th November 2021

Interview date:

To be agreed

To discuss the post informally, please contact:

Steve Howard, Service Manager
on 01482 240200



Job Description

JOB TITLE: Homeless Support Worker (Navigator)

LOCATION: NE Lincolnshire, the post holder will be expected to travel in and around the area with occasional travel in Hull and the East Riding

SALARY: £20,000 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 may involve some evening, weekend and public holiday working.

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 and 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.
- Provide support to individuals connected with the Navigators and NEL Council's Homeless Team for those living in temporary accommodation
- Implement a 'systems change' approach to improving outcomes for homeless people
- Assess and develop person centred intensive support and action plans
- Develop and work within a trauma intervention care model, working from an empathetic and empowering baseline
- Adapt practice to be available and open to the needs and support required with those being supported
- 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.

The above is not an exhaustive list of duties and responsibilities; you will be expected to perform different tasks as necessitated by your role and the overall business objectives of the organisation.

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.

It is the nature of the work of North East Lincolnshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

Please 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.

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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 effectively support people who use our services	✓	
	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 in role which involved supporting individuals	✓	
	Of working in a role where team work was crucial to the success of the service	✓	
	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	A commitment to the values of North East Lincolnshire Mind	✓	
	Demonstrable ability to apply problem solving and common sense to a variety of situations	✓	
	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.	✓	

Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades. We currently employ around 150 staff, supported by volunteers and self-employed therapists.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination. As an organisation, we pride ourselves on our values and beliefs:

WE BELIEVE:

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

WE VALUE:

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others, being kind and, through empathy, nurturing and belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered.

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.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.

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 North East Lincolnshire Mind and 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.