

**Arun RSI Support Navigator – Job Description**

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| Job title: | Arun RSI Support Navigator |
| Responsible to: | Community Outreach Services Manager |
| Hours of Work: | 37 hrs per week - flexible may include some early starts, late finishes, weekends. |
| Contract: | Permanent |
| Location: | Office base in Bognor day hub, and outreach across the Arun District |
| Notice period | 4 weeks’ notice |
| Salary and benefits: | £24,732 per annum. Holiday entitlement is 25 days p.a. pro rata plus bank holidays 5% contributing pension |

**Background and Main Purpose of the role:**

The Arun Rough Sleeper Initiative Team (RSI) Support Navigator is a role funded by the Department of Levelling Up Communities and Housing (DLUCH)) Rough Sleeper Initiative, in partnership with Arun District Council. It is recognised that some of the most vulnerable clients across West Sussex have unmet multiple needs which can often cause difficulties when trying to engage with services in a productive and long-term arrangement. With many support services available across the Arun District, it is vital that these services are made accessible for clients and that the support in the navigation of the services is provided to open and create proactive and effective outcomes for the most chaotic and vulnerable client group in the district.

As part of a wider RSI Team across the Arun District, the Support Navigator will be responsible for working with some of the most chaotic clients who have a history of rough sleeping, substance misuse, possible mental and physical health needs, a history of offending, Non-UK Nationals, and/or other vulnerabilities.

The Support Navigator will work with clients at a range of different stages in their lives from rough sleeping, insecurely housed or those who are in temporary accommodation. The Support Navigators clients will be identified through the Monthly Rough Sleepers Multi Agency Meeting and a monthly meeting with Arun’s Rough Sleeper Coordinator and Housing Options Team Leader. Once identified, clients will be assessed and upon acceptance, will be worked with on a medium to long-term basis. Only when needs are significantly reduced will clients be referred into lower needs support services.

The Support Navigator will work with a rolling caseload of no more than 10 – 15 clients at any one time depending on the level of clients’ needs and to be monitored carefully on a monthly basis. Once successful outcomes have been achieved with clients and their needs have significantly reduced, the Support Navigator will be responsible for referring clients onto more appropriate services to continue to longevity of support for clients, either within the wider RSI services or other external services who specialise in the clients’ specific needs.

The Support Navigator will be required to carry out regular assessments with clients to identify any changes in need and record and reduction to need. The Support Navigator will work within the Local Authorities RSI framework to measure successful outcomes of clients and the post.

The Support Navigators main purpose will be to reduce rough sleeping within the Arun area

alongside reducing the number of other services affected by criminal or anti-social behaviour, A&E visits and any impacts on the wider community caused by this specific cohort of clients.

**Key responsibilities**

1. To assist clients to apply for status and working with Non-UK Nationals (NUKN) clients to return to employment. With an ultimate target of assisting clients into suitable accommodation, returning to employment/education or training, engagement with health and medical/mental health services or reconnecting to their country of origin.
2. To support some of the most vulnerable and chaotic clients who have a history of rough sleeping within the Arun area, to navigate services available to them to assist and remove barriers which may be preventing them from leading a less chaotic lifestyle.
3. To assess and identify the client’s individual needs and to support them with the navigation of services that are available, and which will be necessary to reduce the impact on wider services and the community within the Arun area. With a view to assist clients into suitable accommodation, returning to work/education or training, engagement with health and medical and mental health services.
4. To be a part of a wider approach to supporting rough sleepers or those who are vulnerably housed within the Arun area by being effective in building relationships with all available support services and to collaboratively create a pathway for clients who need to engage with them which is easy for both clients to access.
5. To support clients to appointments, completing forms/assessments, making referrals and having regular keywork time to ensure that the service being provided is tailored to the individual’s changeable needs and is being effective in reducing the impact of their behaviours on the wider community.
6. To work with a rolling caseload of no more than 15 clients at any one time to ensure that focus on high needs and chaotic behaviours is met.
7. To work with clients extended periods provided that there is still a need. Once the need has visibly reduced the post will be responsible for identifying the most suitable services to refer into to ensure the client has long term suitable support.
8. To attend monthly MAM, Providers and other relevant operational meetings to discuss clients’ needs and possible solutions or suitable pathways for clients to enable swift access to appropriate services and ensure that barriers are addressed so that service users can access suitable services.
9. To work with voluntary and statutory sector organisations to develop a personalised case management approach for homeless and/or excluded individuals with complex needs.
10. To support clients into a range of tenures, offering intensive wrap around support for those moving into private rented or social housing with complex needs.
11. To attend bimonthly rough sleeper counts with the RSI team in Arun as well as regular RSI team meetings organised by The Rough sleeper coordinator.
12. To assist with Winter Bed and SWEP provisions within Arun. There is an expectation that this will include checking in with clients who may not already be part of the officer’s caseload and will apply where duty rotas are in place to cover all services across the Rough Sleeper Initiative.

**Compliance with Organisational policies and regulatory requirements**

Abide by Stonepillow policies and procedures and regulatory requirements at all times, in particular:

* Health and Safety/ Lone working
* Adult and Child Safeguarding/ Professional Boundaries/ Duty of Care
* Confidentiality/ Information Sharing protocols/General Data Protection Regulations.
* HR P&P
* Code of Conduct

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.
* Be an advocate and proponent of immigration rights and diversity in cultures, as set out in Stonepillow and ADC policy and procedure.

**General**

* Using a person-centred model and Trauma-Informed Care approach, model and be an active proponent to work in a more informed way with clients. Model a positive, persistent, proactive and assertive way to secure meaningful engagement with clients to bring about sustained outcomes for them; to relieve their homelessness and prevent cyclical rough sleeping or entrenchment.
* To be ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are present in your work and behaviour at all times, to ensure our clients are at the heart of our organisation and work.
* Contribute to team meetings and organisational priorities, strategic goals and performance targets.
* Ensure that finance and resources are used effectively and within budget.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Excellent written and verbal communication.
* Comfortable with change and able to make informed decisions.
* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Provide cover for services as appropriate and requested by management.
* Maintain at all times, the ethos, values and behaviours of Stonepillow.
* Access to a car with clean driver’s licence is desirable but not essential for this role.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

Signed…………………………….. Date…………………..

**Appointment to this position is subject to satisfactory enhanced disclosure via the Disclosure and Barring Service.**