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**JOB DESCRIPTION**

**HARP NAVIGATOR**

# Summary of the Role

The HARP navigator will support people who are homeless through their admission to A and E to accessing services within the community. The post holder will be expected to navigate local service provision, building strong relationships with a range of different professionals whilst advocating on the individual’s behalf. They will work closely with HARP clinical staff co-located within local homeless services and homelessness outreach staff as well as identifying peer mentors to support the individual to access further services based on their needs.

# Key Responsibilities

Focus on System Change and Navigation of support

* Identify barriers (i.e. in eligibility criteria or approach) which require high-level operational strategic change via the Systems Leadership group focusing discharges to the streets
* To ensure that these barriers are reported to, understood, and actioned by the wider Systems Leadership group and HARP team
* To effect system changes that can more effectively support those who attend A and E who currently rough sleeping, and ensures that positive changes are made in the way that local services are provided.
* Ensure that learning from the project informs improvements to / redesigning of service pathway approaches by recommending changes in the delivery of local services
* To work with individuals attending A and E and their support networks to create personalised service responses, with the long term aim to secure sustainable accommodation
* Put in place an ongoing referral mechanism and to keep a working caseload through the period of the project
* To become familiar with staff and systems within the clinical setting of an A and E department; assessing frequent attenders to A and E who are rough sleeping, whilst working closely with all other identified key workers throughout the period of the project
* Attend monthly Operational Groups to discuss individual’s needs and situations, to enable swift access to appropriate services and ensure that barriers are addressed so that service users can access suitable services.
* To work with A and E department, HARP clinical staff, Peer Mentors and Stonepillow’s front line teams to develop a personalised case management approach for homeless excluded individuals with complex needs.
* To support individuals from first admission to A and E, offering intensive wrap around support to connect them to wider community services including local voluntary and statutory services

Learning and Development

* Maintain a high level of knowledge and expertise on issues around multiple needs, such as drugs, Adult Safeguarding, Mental Capacity Act, mental and physical health conditions etc.
* Attend the local rough sleeping team meetings, Multi Disciplinary meetings, HARP operational and A and E meetings, hospital discharge team meetings and any other groups as and when required.
* Keep up-to-date with national policy and process developments.
* Learn from recommendations and examples of good practice of Navigator roles from models such as MEAM and other multiple needs projects around the country.
* Explore and development understanding of psychologically and trauma informed practice
* Participate in training and educational activities both internally and externally ,
* Develop own knowledge and skills as required including attending HARP training programmes

Monitoring

* Participate in the staff review and development appraisal process.
* Attend regular supervisions and reflective practice sessions
* Maintain client database and monitoring systems including Stonepillow Inform database
* Complete quantitative and qualitative data when required for monitoring and evaluation purposes

Equality and Diversity

* Promote and embed a proactive approach to equality and diversity – by example and approach.
* Undertake equalities impact assessments and reviews.

Data Protection

Work within our Data Protection Policy and an agreed confidentiality policy with protocols governing information sharing.

* Ensure all confidential records are stored to comply with Data Protection Regulations.

General

* Undertake any other reasonable duties as may be required from time to time.
* Maintain at all times the values of HARP and Organisation.

Signed ……………………………………… Date ………………………………….

February 2020