

**Arun RSI Specialist Support Navigator (Non – UK Nationals) – Job Description June 2021**

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| Job title: | Arun RSI Specialist Support Navigator (Non – UK Nationals) |
| Responsible to: | Community Outreach Services Manager |
| Hours of Work: | 37 hrs per week - flexible may include some early starts, late finishes, weekends. |
| Location: | Office base in Bognor day hub, and outreach across the Arun District |
| Contract length: | 1-year fixed term (1st July 2021 – 30th June 2022) |
| Notice period | 4 weeks’ notice  |
| Salary and benefits: | £24,012 per annum. Holiday entitlement is 25 days p.a. pro rata plus bank holidays 5% contributing pension |

**Background of the role:**

The Arun RSI4 Specialist Support Navigator is a new role funded by the Ministry for Housing and Communities and Local Government (MHCLG) Rough Sleeper Initiative, in partnership with Arun District Council. The role has been created specifically to support Non-UK Nationals in the Arun area who have found themselves in challenging circumstances due to the impact of BREXIT and COVID-19 who do not currently have settled or pre settled status. Or those who have status but have unmet multiple needs which can often cause difficulties when trying to engage with services. A growing number of clients needing to access services in the Arun area have been identified as being Non-UK nationals (NUKN) who not only have support needs but are subject to immigration law and are often vulnerable and targeted for exploitation.

With many support services available across the Arun District, it is vital that these services are made accessible for clients and that support in the navigation of the services is provided to open and create proactive and effective outcomes for the most chaotic and vulnerable cohort in the District.

The Specialist Support Navigator will specialise in supporting clients who access homeless services in the Arun District who have not yet been able to make a claim for settled status or who are in need of support to gather documentations and evidence to finish completing their applications as well as possibly needing long term accommodation and work solutions.

**Main Purpose of the role:**

The Specialist National Support Navigator will be responsible for working closely with other organisations who specialise in supporting NUKN with their status applications such as Migrant Help, Voices in Exile, ICE and other relevant services, to assist in gaining status for clients to become eligible for help with housing and benefits. In order to achieve this, good relationships will need to be built within the community, including the NUKN communities in order to ensure a greater understanding of some of the issues which this client group face. Building these relationships will enable a more targeted and rapid response to any barriers or concerns of exploitation. There will be a requirement to accompany clients to Embassies to obtain ID and to support with all applications for settled status as well as completing applications for benefits and accommodation once eligible.

You will also be responsible for working with other agencies in the district to support with housing, employment, mental/physical health issues and any other identified issues. The Specialist Support Navigator will also continue to work with clients once they are suitably housed and until their needs have reduced to the point where alternative support can be accessed.

The Specialist 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.

The Specialist 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 Specialist Support Navigator will be responsible for referring clients onto more appropriate services to continue longevity of support for clients, either within the wider RSI services or other external services who specialise in the clients’ specific needs.

The Specialist 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 Specialist support Navigator will work within the Local Authorities RSI framework to measure successful outcomes of clients and the post, where clients fail to engage with support services the Specialist Support navigator may from time to time be required to work with Immigration Customs Enforcement (ICE).

The Specialist Support Navigator’s main purpose will be to reduce rough sleeping within the Arun area by assisting those who are currently rough sleeping or vulnerable housed due to lack of status, 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 specialise in the support of Non-UK Nationals who may be 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 whilst ensuring that they have valid Status to work and reside in the UK.

2. To carry out assessment to identify the client’s individual needs to enable the navigation of services available for clients to receive necessary support to reduce the impact on the wider community and services such as Police, and other emergency or voluntary services in the Arun area being caused by client’s individual behaviours.

3. To assist clients to apply for status and working with 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.

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 easily accessible.

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 Arun RSI Specialist Support Navigator (Non – UK Nationals) – Job Description June 2021 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 10 - 15 clients at any one time to ensure that focus on high needs and chaotic behaviours is met.

7. To work with clients for extended periods where there is still a need. Once the need has visibly reduced you will be responsible for identifying the most suitable service to refer into to ensure the client has long term suitable support if required.

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 be responsible for booking and organising interpreters to assist with translation at appointments where required.

10. To work with voluntary and statutory sector organisations to develop a personalised case management approach for homeless and/or excluded individuals with complex needs.

11. To work within the community to build good relationships with the Non-UK National support networks, employment and housing opportunities.

12. 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.

13. 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.

14. 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.

15. To manage a personalised budget for each client throughout the financial year ensuring that clients can access essential items when required but ensuring that budgets are spent within the guidelines given for each RSI post.

16. To ensure that all clients have been supported to approach the local authority for a full assessment of their needs to ensure that any statutory duties are accepted.

17. To work closely with local accommodation providers, Arun’s Housing Options team and local support services such as CGL, MIND, Local GP surgeries, Job centres and other benefit agencies to ensure ease of Navigation for clients to access services.

18. To work across the whole of the Arun District where required.

19. To be responsible for completing full assessments of clients and entering onto and keeping accurate records of contact on our database, ensuring all clients details are up to date and current.

20. To complete regular data requests/returns relating to client contacts, outcomes, service delivery and budgeting.

21. To be resilient and confident when dealing with chaotic, and sometimes difficult clients but to have a good understanding of boundaries and personal safety.

22. To be responsible for the reporting of any safeguarding concerns or criminal behaviour following guidance provided by your organisation.

23. To Maintain a high level of knowledge and expertise on issues around multiple needs such as substance misuse/dependencies, Adult Safeguarding, Mental Capacity Act, Mental and Physical health conditions, duty of care within a work capacity, local housing and allocation policies, housing law and legislation, immigration, general health and safety.

24. To participate in training and educational activities as required and authorised by the organisation including internal training provided by the organisation.

25. To develop own knowledge and skills as required.

26. Desired experience with speaking a second language – or at least a passion to work with Non-UK Nationals and exploring translation / language options with clients.

**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.**