**Job Description**

**Job Title:** Support Navigator

**Reporting to:** Community Outreach Services Manager

**Location:** Chichester

**Hours per week:** 37 hours per week with some flexibility required to cover early mornings, evenings and weekends.

**Organisation Background:**

Stonepillow is one of West Sussex’s leading providers of support and accommodation

to people who are and have been experiencing homelessness. Stonepillow support and empower homeless, and people in need, to achieve sustainable independence and wellbeing. Stonepillow work using a psychologically informed environment and strength-based approach to create holistic packages of support, including building pathways with clients with external partners in the community. This is only possible with all the support and work from our talented and committed team of staff, volunteers, and partners.

We currently offer the following innovative, sector-leading services:

* Two 24/7 hostel accommodation service for those who need immediate help with 24hr support
* Shared supported houses across Chichester and Arun to provide medium term accommodation alongside wide-ranging support.
* A 24/7 abstinent based recovery service, a recovery day hub where external partners engage with clients who are at risk with their substance misuse, and move on accommodation, supporting people who are substance dependent to control and reduce their substance misuse.
* Extended support for people who have moved on from Stonepillow accommodation but still require our support.
* Emergency winter service (SWEP and winter bed provision) in partnership with the two district Councils which provides extra beds between October and March.
* Outreach support services for those who are street homeless.
* Preventative services that support those at risk of homelessness in both Arun and Chichester Districts cover approximately 100 clients.
* Ex-offender resettlement services across Chichester and Arun
* Residential services for 16+ young people, linked with West Sussex Leaving Care services.

Our success in delivering these services is underpinned by the support we receive from individuals, organisations, our volunteers, and our partners; all of whom are fundamental to our work. In addition to maintaining a sustainable set of existing services, we also have ambitious plans to increase our services and positively impact our community. Ensuring we can support as many people as possible who are, and have been, experiencing homeless, or at risk of homelessness, settle into more sustainable accommodation, leading them further towards an independent life.

**Summary of the Role**

This role has been funded by the Ministry for Housing and Communities and Local Government (MHCLG) Rough Sleeper Initiative in partnership with Arun District Council. It is recognised that some of our 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

1. **Key Responsibilities:**
* Using a Psychologically Informed Environment (PIE) framework and Trauma-Informed Approach (TIA) to enable a holistic and person-centred support to the client
* Identify barriers (i.e. in eligibility criteria or approach) which require high-level operational strategic change focusing on evictions and discharges to the streets
* To ensure that these barriers are reported to, understood, and addressed.
* To effect system changes that can more effectively support those with multiple needs, and ensures that positive changes are made in the way that local services are provided.
* Ensure that this project informs improvements to / redesigning of service pathway approaches by recommending changes in the delivery of local services
* Work with partner agencies to identify up to 15 individuals with multiple needs.
* To work with these individuals 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 of around 15 individuals, whilst working closely with all other identified key workers throughout the period of the project
* Attend monthly Operational Groups and other relevant groups to discuss clients’ 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 positively and collaboratively with voluntary and statutory sector organisations to develop a personalised case management approach for homeless excluded individuals with complex needs.
* To support clients in a range of tenures, offering intensive wrap around support for those living in private rented or social housing
* Model with the team in building positive and supportive relationships with the clients, based on PIE framework that has been identified as crucial for sustaining better mental health and reduce incidents.
* Role model and be a proponent of ‘Unconditional Positive Regard” to our clients and have a ‘never give up approach’ to supporting our clients – especially important during incident management.
* Produce an individual holistic support and risk assessment, in line with our support model, incorporating the views of the client.
* Assisting the team leader to deliver effective services

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1. **Supporting development within the role and team dynamics**
* Ensure you access and action training to support the to work and to full potential and are safe in their practice
* Attend regular staff supervision and team meetings in line with Stonepillow good practice and policy and procedure
* Develop a strong team spirit to provide a cohesive and consistent service
* Foster personal growth and the development of specialist skills/expertise through team development opportunities
* Ensure you and the team join wellbeing and reflective practice sessions run by Stonepillow and external organisations – Ensuring vicarious trauma is reduced
* Ensure you as the support Navigator and the team work to trauma-informed approach and PIE framework – this includes meeting with client, support sessions, de-escalation techniques to incident management.
* Actively ensure that your practice and the team know the positive risk taking in lone working within service and taking clients to meetings or support session out of the service.
1. **Quality and Performance management**
* Understand your role and the teams to achieve service KPIs /outcomes /impact-based performance measures across the service to demonstrate if the highest quality possible service is being provided.
* Ensure there is accurate and timely recording of case and statistical information on case management system- Inform (e.g., including risk and support plans).
* Support the Manager in producing and monitoring regular performance information reports for internal and external purposes.
* Take every opportunity to involve clients in the design and delivery of services, and to provide feedback on the quality-of-service provision.
* Reduce rough sleeping, evictions, abandonments and time outs in line with KPI targets and good practice.
1. **Compliance with Organisational policies and regulatory requirements**
* Always abide by Stonepillow policies and procedures and regulatory requirements and in particular:
* Health and Safety
* Adult and Child/Young People Safeguarding, Professional Boundaries, Duty of Care
* Confidentiality, Information Sharing protocols and General Data Protection Regulations.
* HR P&P
* Code of Conduct
* Play an active part in the development and implementation of organisational wide policies and procedures.
1. **Equality and Diversity**
* Be an active proponent to all aspects of equality and diversity – by attitude, example and approach.
* Lead the team in creating an inclusive and positive environment for everyone to work and live in.
1. **General**
* To ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are always present in your work and behaviour, 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.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Be proactive in keeping up to date with and generating development relating to your work (including policy updates).
* 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 Line Manager.

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.

A car with clean driver’s licence is desired but not essential for this role.

Signed……………………………………………………..

Date………………………………………………………..