



## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Rough Sleeper Navigator (Outreach Worker)**

**Vacancy ID: 010603**

Salary: £24,799 - £26,317 Annually

Closing Date: 10/11/2019

### **Benefits & Grade**

Grade I

### **Contract Details**

Fixed Term for 12 months

### **Contract Hours**

37 hours per week

### **Job Description**

Stockton-on-Tees is a Unitary Authority forming part of the Tees Valley sub-region. The Council has a reputation for innovation and effective scheme delivery, and is committed to working in partnership to meet the needs of local stakeholders. The Economic Growth and Development Services Division is responsible for the delivery of a wide range of services across the Borough.

This role involves providing early identification of customers at risk of Rough Sleeping and a responsive service to the Rough Sleepers in the Borough.

Good interpersonal skills, empathy and sound judgement are essential in this role. You will need to be organised and self-motivated but also a good team player. The work in this service area can be quite demanding and you must be non-judgemental towards customers. On a day to day basis you will need to liaise with a variety of individuals/organisations both internal and external to the Council in order to execute your duties.

We are looking for applicants who can demonstrate an adaptable and flexible approach, a positive attitude and an ability to work on their own initiative.

The successful applicant will be required to work outside of the normal office working hours.


An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Julie Lathan, Team Manager, on 01642 528670.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Housing</b>		<b>Service Area:</b>  <b>Economic Growth and Development</b>	
<b>JOB TITLE: Rough Sleeper Navigator</b>			
<b>GRADE: I</b>			
<b>REPORTING TO: Gateway Team Leader</b>			
<b>1.</b>	<b>JOB SUMMARY:</b>  This role involves providing flexible and responsive outreach to locate and engage with rough sleepers at street level. Working alongside local services, the rough sleeper navigator is responsible for carrying a caseload, coordinating the transition from the streets or from supported accommodation into an independent tenancy for clients and being the single point of contact for this. Building and maintaining working relationships with agencies and individuals who can aid clients in sustaining their tenancy by working with colleagues to address support needs, improving life skills and building recovery and building positive networks of support with agencies to ensure clients sustain accommodation, improve health and take up work.  Good interpersonal skills, empathy and sound judgement are essential in this role. Individuals will need to be organised and self-motivated but also good team players. The work in this service area can be challenging and post holders must be non-judgemental towards customers. On a day to day basis post holders will need to liaise with a variety of individuals/organisations both internal and external to the Council in order to execute their duties.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To provide a responsive support service to people who are rough sleepers and maintain a regular street presence and initiate contact with those sleeping rough.	
	2.	To work with customers to assist, advise and support service users with housing related support which may include budgeting, debt management, education, employment, setting up home, neighbour complaints, health and safety, accessing welfare and housing benefits, mental health and substance misuse, referring to more specialised agencies where appropriate	
	3.	To facilitate access to private sector accommodation as a housing option for single people who are homeless or threatened with homelessness.	
	4.	Work collaboratively with partners including housing providers, health and mental health services, drug and alcohol teams, police, fire services, benefit teams, local authority, probation, prison services and reconnection services	
	5.	To liaise effectively and efficiently with Registered Providers in the execution of the allocations function.	
	6.	Specialist understanding of those affected by rough sleeping	

	7.	The ability to work flexibly including some unsocial hours
	8.	To ensure effective communications with the public, staff agencies and other organisations or individuals.
	9.	To support the Local Authority in its duty to cooperate in relation to Safeguarding maintain and update accurate information and records.
	10.	The ability to help vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role
3.	KEY RESULTS/OBJECTIVES	
	<ul style="list-style-type: none"><li>• High quality and consistent case management.</li><li>• Clear reference to Safeguarding in case management.</li><li>• Ensure Homeless acceptances are kept at a minimum by offering a triage service to customers and by exploring housing options solutions.</li></ul>	
4. GENERAL		
<p><b>Job Evaluation</b> - This job description has been compiled to inform and evaluate the grade of the job using the NJC Job Evaluation scheme as adopted by Stockton Council.</p> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p><b>Council Values, Behaviour Framework, Code of Conduct</b> - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p><b>Policies and Procedures</b> - The post holder is required to adhere to all Council Policies and Procedures.</p> <p><b>Health and Safety</b> - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p><b>Safeguarding</b> - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>		



### PERSON SPECIFICATION

<b>Job Title/Grade</b>	Rough Sleeper Navigator	Grade I
<b>Directorate / Service Area</b>	Economic Growth and Development	Housing
<b>Post Ref:</b>	POS008278	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	NQF level 4 or the equivalent substantial demonstrable level of knowledge gained through directly relevant works experience.		Application form  Interview/Selection Process  Pre-Employment Checks
Experience	An understanding of housing and welfare benefit systems.  Experience of dealing effectively with challenging situations.  Experience of working with vulnerable clients and problem solving.	Experience of working in a corporate and political context.  Safeguarding arrangements.	Application Form  Interview/Selection Process

	Extensive experience of working effectively with vulnerable people experiencing complex issues in a front-line Housing or Social Care role.		
Knowledge & Skills	<p>Communication skills.</p> <p>Negotiation skills.</p> <p>Experience in multi-agency working, and working collaboratively using a partnership model to identify and implement solutions and achieve a positive outcome for customers.</p> <p>Strong interpersonal skills, including the ability to be appropriately assertive</p> <p>Practical knowledge and understanding of the drivers of homelessness and rough sleeping</p> <p>Customer service orientation.</p> <p>Excellent communication skills.</p> <p>Good IT skills (i.e. Outlook, Word, Excel etc.).</p>		<p>Application Form</p> <p>Interview/Selection Process</p>
Specific behaviours relevant to the post	<p>Non-judgemental and sensitive and responsive to individual needs.</p> <p>Adaptable and flexible approach to respond to the needs of clients, landlords and neighbours including responding to crisis situations.</p> <p>Reflect a positive attitude.</p> <p>Drive and enthusiasm.</p>		Interview/Selection Process

	<p>Experience of assessment and interview processes.</p> <p>Experience of working independently.</p> <p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p>		
Other requirements	<p>Knowledge of relevant information systems and information technology applications.</p> <p>An understanding of Housing Law and eligibility for housing services.</p>	<p>Knowledge of the Government Rough Sleepers Strategy</p> <p>Knowledge and understanding of statutory and non-statutory providers of services to vulnerable clients in the Borough.</p> <p>Knowledge and understanding of housing and homelessness related initiatives.</p>	<p>Application Form</p> <p>Interview/Selection Process</p>

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

### **Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is



the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.