**Job Description**

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| **Job title** | Rough Sleeper Navigator |
| **Grade** | 5 |
| **Service/Team** | Housing Service  Housing Options Team |
| **Main purpose of job** | The Rough Sleeper Navigator (RSN) will be a dedicated caseworker for all verified rough sleepers.  The RSN will engage with those individuals sleeping rough and build a rapport with those who are not initially willing to engage. They will be required to work in partnership with the Outreach team, Temporary Accommodation officers and the Rough Sleeper Coordinator.  They will complete housing needs assessments, liaise with partner agencies, arrange and attend appointments with clients as required, complete referrals to appropriate accommodation providers until suitable accommodation can be secured. This dedicated role will require an innovative approach to dealing with clients who have experience of sleeping rough. |
| **Key responsibilities** | To manage, maintain and monitor their own workload of verified rough sleepers to meet identified targets and deadlines, in accordance with current standards and procedures.  To maximise a customer’s income and ensure properties identified are affordable, suitable, and meet the needs of the individual  To ensure appropriate referrals are completed for a range of functions including Safeguarding, Adult Social Care, MARAC, MDT’s, child protection and attend any meetings relevant to a case providing necessary information  To manage, maintain and update systems with any involvement on a case and ensure recording is relevant and accurate in line with processes and procedures.  To make statutory homeless decisions on cases within legislation timescales ensuring letters are detailed and correct.  Identify long term accommodation for customers to minimise need for Temporary Accommodation  Use creative approaches to support clients. |
| **Key tasks** | Undertake housing needs assessments in an environment suitable to verified rough sleepers, develop Personalised Housing Plans and review them regularly  Carry out a strength-based assessment with each rough sleeping client and plan and enact support actions/interventions which will assist clients to achieve their goals and move towards a sustainable life away from the streets.  To deliver general needs housing advice by identifying options relevant to the duty a customer is placed in.  To engage and liaise with internal and external bodies around accommodation solutions and support.  To make appropriate referrals to accommodation providers within given timescales.  To work with customers and accommodation /support providers to ensure PHP’s deliver successful outcomes  To move customers on from Temporary Accommodation within timescales.  To attend any multi agency meeting relevant to a customer within caseload.  Support clients to engage with their recovery, develop life and social skills, income maximisation and access appropriate accommodation and avoid a return to the streets. |
| **Responsible for staff/equipment** | Laptop / Mobile Phone |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council  The post holder will be required to work on a rota for the Homelessness Out of Hours Service, they should also be flexible to take part in Early Morning Outreach and Bi-Monthly Rough Sleeper Counts |