

Job Title	<b>Horsham Outreach Navigator</b>		
Team	Horsham & Mid Sussex Outreach	Reports to	Rough Sleeping Team Manager
Department	Operations	Location	Horsham and Mid Sussex.
Direct Reportees	<b>N</b>	Flexibility for home working	N
Budget responsibilities	<b>N</b>		

## Key Responsibilities

- Support a caseload of clients, some of whom will have a history of disengaging from services, using a variety of techniques and approaches to build a relationship and develop a strengths-based support plan to help them out of homelessness.
- As appropriate to the client, using Housing First principles to meet each individual client needs in supporting them reach their personalised goals, make informed decisions and achieve a greater level of stability and independence.
- Travel to meet clients in their own environment, including rural rough sleepers, to ensure the delivery of meaningful interventions in safe and familiar location.
- Work closely with colleagues, local authority housing staff and other statutory and voluntary agencies to find pathways for housing for clients in suitable and sustainable accommodation, as well as referring them to specialist services, such as substance misuse, mental health, welfare rights, medical and legal services, as appropriate.
- To observe and respect the client's dignity, privacy and independence as far as practicable, whilst promoting responsibility and harm minimisation.
- To maintain individual, up to date and accurate client data using the Inform database as well as producing individual support plans, qualitative and quantitative data and case studies, as required.
- To lead, contribute and participate in multidisciplinary meetings
- The role is based in Horsham but travel throughout the district is required. The post holder will also support the Rough Sleeping team in early morning outreach shifts and joint working, as required.

## Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
  - Health and Safety
  - Adult and Child Safeguarding, Professional Boundaries
  - DPA and Data Management

- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

### **Equality and Diversity**

- Promote and embed a proactive approach to equality and diversity – by example and in management approach
- Participate in equalities impact assessment and review as required

### **General**

- Maintain personal development including participation in performance reviews and training.
- Undertake any other reasonable duties required by the management team
- Maintain at all times the ethos of Turning Tides.

## Specification

Candidates will be assessed based on the following criteria.

### Knowledge and Experience

Criteria
Good knowledge and understanding of why individuals choose to rough-sleep, housing and homelessness issues and homelessness law.
Experience of delivering support to people with multiple complex needs.
Experience or understanding of the needs and challenges facing people who are or have been homeless and may be rough sleeping, including trauma; addiction, mental and physical health; exclusion and multiple disadvantages.
Experience of managing a caseload of clients, working with them on your own initiative as well as part of a multidisciplinary team.
Knowledge and understanding of health and safety, lone working, safeguarding and confidentiality.
Knowledge of or experience of working with Housing First principles
An understanding of psychologically informed principles and practice, strength-based approaches and trauma informed care

### Skills and abilities

Criteria
Proven communication skills to develop effective partnerships with statutory and voluntary sector providers with the ability to advocate effectively.
Confidence in having challenging conversations to motivate and inspire clients who may be resistant to change or living indoors.
Ability to find creative ways to engage with clients who may be resistant to support, including people with coexisting conditions and neurodiversity.
Ability to work collaboratively with wider teams within Turning Tides and external stakeholders, partners and services.
Sound working knowledge of Microsoft packages and IT and ability to use databases for recording and reporting purposes.
Full, clean driving licence and access to a car for work purposes