



Rough Sleeper
Navigator

Reports to:	Rough Sleeper and Support Manager		
Department:	Housing Needs and Support	Grade:	PO2
DBS Status:	Enhanced and Barred Adults	Politically restricted:	No

Job Purpose:

The key purpose of the Rough Sleeper Navigator Officer role is to provide a specialist service to rough sleepers who bed down with in the borough.

The post holder will work strategically with a range of partner organisations and will lead on support and resettlement for new flow, stock, and returners.

One of the Government's main priorities is to ensure that all forms of homelessness and rough sleeping is reduced. At Brent Council, we are very committed and passionate about this.

As a Rough Sleeper Navigator, you will work with rough sleepers who require specialist intervention and a multi-disciplinary approach to secure sustainable outcomes. Providing a service that is efficient, person-centred, and forward-thinking

You will build trust and provide person-centred support and advocacy, which enables a rough sleeper to navigate pathways and progress towards a life away from the streets.

Values

- Collaborate proactively.
- Lead inclusively.
- Embrace change.
- Be bold and curious.
- Celebrate and share our success.

Job specific roles and responsibilities

To fully investigate the circumstances of verified rough sleepers in Brent and determine in accordance with the Housing Act 1996 as amended by Homelessness Act 2002, the Homelessness Reduction Act 2017 and what duty the authority could be owed to them.

Issue referral letters to other authorities where an applicant's local connection lies elsewhere, issue legally robust S184 decision letters accordingly and creating tailored Personal Housing Plans (PHP).

To develop and maintain a wide range of productive working relationships with all partners including Local Authorities, Home Office, DWP, Brent commissioned services, embassy and consular departments, charitable organisations, and other specialised services.

To keep abreast of immigration law and practice, and homelessness legislation, case law and government guidance concerning the Council's statutory duties as well as maintain a working knowledge of related housing, Vagrancy Act 1824 and Anti-social Behaviour, Crime and Policing Act 2014.

Managing a caseload of rough sleepers who are currently experiencing a crisis and providing practical assistance and support in order to resolve their homelessness.

To interview rough sleepers who approach or are referred to the Council in housing need, to determine what actions can be taken to resolve the issues that are rendering them with homelessness and explore housing options available.

Identifying the complex needs of each individual in order to provide a holistic and coordinated approach to support, giving advice and practical assistance to rough sleepers (including key working and handholding) to ensure a successful and suitable housing outcome.

Provide immigration guidance and housing assistance in line with current legislation to verified rough sleepers. Providing rough sleepers with specialist intervention utilising a multi-disciplinary approach to secure sustainable outcomes.

Use motivational interviewing to promote rough sleepers' engagement in treatment and support services and provide them with the advice, advocacy, practical and emotional support that they require in order to access appropriate services

Develop and maintain a sound knowledge of the support needs of vulnerable single customers presenting to the Council for assistance including physical and mental health, substance misuse, offending, learning disabilities, independent living skills, education, training, and employment needs.

To maintain detailed, accurate case notes and reports, update computerised records, conduct correspondence, and respond to enquiries as required to efficiently progress cases to resolution.

Motivating and enabling individuals to progress through tailored individual action plans to identify pathways, taking into account their personal circumstances.

To provide excellent customer service and support whilst remaining sensitive to the needs of rough sleepers, providing them with the advice, advocacy, practical and emotional support they may require in order accessing appropriate services.

Helping people to understand the housing pathways available, keeping up to date with Local Housing Allowance and benefit changes.

To have a good understanding of the issues affecting affordability of housing including benefit welfare reforms (current and/or proposed), all benefit entitlements, salary, and any other income. Assisting clients with applications for all entitled welfare benefits such as UC (personal and housing elements), PIP, New Style ESA (incl. Support Component) and Housing Benefit

Providing support for individuals through the resettlement process when moving to a new accommodation during the transition to their new services.

Provide immigration guidance and housing assistance in line with current legislation to verified rough sleepers. Providing rough sleepers with specialist intervention utilising a multi-disciplinary approach to secure sustainable outcomes.



Develop and implement action plans to assist non-eligible rough sleepers to help regularise their immigration status in the UK and become homeless application ready.

To act as an advocate on behalf of clients in relation to resolving immigration issues, liaise with home office, law centres and embassy & consular services where necessary.

To ensure all ex-rough sleepers assisted through the rough sleeper service area are provided with continued support during their transitions into suitable pathways, including the transition over to the Floating Support & Tenancy Sustainment Team.

To conduct visits with or on behalf of clients to appropriate meetings both inside and outside of Brent relevant to immigration, welfare benefits and/or housing applications. This could be achieved through some use of public transport.

To represent the Rough Sleepers Team at meetings relating to Home Office Resettlement Schemes, Rough Sleeping Initiative, T1000 cohort and Rough Sleepers Accommodation Programme initiatives and offer expert guidance on housing options.

To maintain comprehensive data and provide regular ad-hoc reports to management on the performance of the service area. Providing other reports and management information as required. Publicise the housing options this service area offers by contributing to information that can be displayed on the web and leaflets.

To make all necessary referrals to relevant services or departments, including the Council's medical officer, social care services and other relevant departments, and investigate high need or exceptional cases. This may include preparing reports for the allocations and social panels where required.

When necessary, supporting the Management Team by contributing to reports for presentation to Committee, Chief Officer and the Senior Management Team as required.

Researching, obtaining, supporting, and applying on behalf of clients for beneficial grants, schemes, Local Authority Resident Support Funds/DHP/Council Tax Support and charity grants

To conduct outreach work aimed at supporting rough sleepers, attending Intel counts and National Street Counts when required.

When necessary to contribute to Brent SWEP activations throughout the year.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Comprehensive knowledge of all core legislation such as the Housing Act 1996 as amended by Homelessness Act 2002, the Homelessness Reduction Act 2017, housing needs issues, related legislation, and case law.
2. Knowledge and understanding of the law relating to Immigration and supporting guidance.
3. Good understanding and awareness of housing and homelessness issues

4. Good understanding of the main causes of rough sleeping and the barriers that people who are sleeping rough face when trying to access accommodation and services
5. A good working knowledge of the welfare benefit system and its application

Experience

1. Experience of writing outcome and statutory decision letters required under Homelessness Legislation
2. Experience of key working, care planning and giving practical support to vulnerable clients in resolving their homelessness.
3. Excellent negotiating skills with varied parties, including partner agencies and internal colleagues.
4. Experience of working effectively as a part of a busy team as well as being able to manage your own case load.
5. Experience of producing risk assessments, needs assessments and support plans.
6. Successful track record of conflict management and dealing with individuals who present challenging behaviour.

Skills and Abilities

1. Ability to balance respect and empathy for the client with the ability to impartially scrutinize evidence in casework
2. Ability to advocate with agencies on behalf of clients
3. Demonstrate a positive attitude towards customer service, putting them at the heart of the service
4. Able to work on own initiative and meet conflicting deadlines
5. Excellent IT skills to enable use of a range of Microsoft Office programmes
6. Ensure that an accurate record is kept of all interviews, telephone calls, meetings and follow-up action and that all files are maintained to a high standard, in order to assist monitoring, decision-making and effective case management.
7. Ability to work with internal and external organisations and achieve positive outcomes.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs