



Empowering people experiencing multiple barriers to achieve positive change.

Job Description

Title of post:	Navigator – (Multiple Needs Navigator Service)
Location:	Salem Street
Responsible to:	Service Manager
Salary Scale:	SCP 18, £30,760 per annum
Hours of Work:	37.5 hours per week (excluding a 30 min unpaid meal break) Worked Monday to Friday 9.00am until 5.00pm (although occasional week ends, later evenings and bank holidays may be necessary)
Contract:	Permanent

ROLE PURPOSE

An exciting opportunity has arisen to work within the well-established multiple needs navigation service, as one of two Navigators, supported by a Senior Navigator and the Service Manager, delivering support to people who have multiple needs and find it difficult to engage in services for a variety of reasons.

The project aims to improve the lives and wellbeing of people with multiple needs who find it difficult to engage in services, revolve in and out of services or are excluded from services. Navigators will work in an outreach capacity to help people who experience complex needs (Housing, Substance misuse, offending behaviour, Mental health, and physical health) to access the services and the interventions that they need to build their resilience, gain confidence, and acquire the personal and social assets they need to meet their aspirations.

Key Duties and Responsibilities

- Develop person-centred, multi-agency support plans.
- Provide assertive and persistent support to ensure effective engagement to achieve personal goals and aspirations.
- Be the single point of contact, planning contact flexibly to meet individual needs.

- Provide initial advocacy support to access appropriate services and agencies.
- Gradually reduce the intensity of involvement as the individual gains sustained independence and control.
- Regularly review and address barriers to progress in partnership with the multi-agency team and personal support network.
- Provide and/or engage in meaningful activities and appropriate circles of participation.
- Work to identify and overcome triggers/crisis points that may cause disengagement.
- Plan exits to ensure on-going support from relevant services, building in aftercare and immediate access to services, in the event of relapse.
- Work collaboratively with agencies, the individual and their personal support network to collate all relevant information to co-produce individualised and flexible support plans.
- Work with individuals to accurately record and maintain their progression, records and plans.
- Identify, assess and work therapeutically with risk.
- Record activity and results, accurately and in a timely manner, to support project evaluation as well as funding and research requirements.
- Assess and engage with those individuals with complex needs who are not currently engaged in appropriate services.
- Build trust and good rapport with service users and support agencies.
- Co-ordinate the development and regular review of person-centred multi-agency support plans.
- Support service users to engage effectively with appropriate services to meet their individual needs and aspirations.
- Develop and maintain excellent working relationships with a range of partner organisations and services.
- Make recommendations to raise standards of practice and service delivery if required.
- Attend regular team meetings and other organisational meetings as required.
- Apply reflective practice skills to evaluate work carried out by self.
- Participate in personal and professional development, updating knowledge as appropriate.

- Fully participate in Bridge's supervision and support structures.
- Recognise one's own personal and professional limitations and boundaries and discuss these at supervision and related support meetings.
- To undertake any additional duties, as directed by management which are commensurate with this post.
- Attendance at the monthly MARB meeting to present client support plans.
- To participate in the basement duty rota.

Person Specification	Essential	Desirable
Qualifications	• Qualified to Social Care Level 3 or equivalent or qualified through appropriate life or job experience. • Within the last 3 years at least one year's experience of successfully delivering advice or support in a health, social care, homelessness or offender service setting. • Experience of working (employed or volunteer capacity) with people experiencing either homelessness, substance misuse, re-offending behaviour or mental ill-health needs. • Experience of working with and managing risk therapeutically. • Previous experience of working within a partnership environment or with other agencies.	• Personal experience of social exclusion or recovery. • Experience of lone working and personal safety.
Experience	• Demonstrate an understanding of the needs of chronically excluded and vulnerable people. • Knowledge of the range of services available for people with multiple and complex needs. • Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children. • Excellent interpersonal skills and the ability to communicate clearly and concisely at all levels (both orally and in writing)	• Knowledge of causes and effects related to social inclusion and the barriers that can prevent access. • Ability to identify discrimination in its many forms. • Understanding of Trauma Informed Care approaches
Knowledge and Skills	• IT literate i.e. able to use Microsoft Office packages including Word and Outlook.	

Person Specification	Essential	Desirable
	• Willingness to work flexibly in terms of hours, including out of office hours. • Committed to own professional development. • Able to travel independently within Bradford • Willingness to keep abreast of relevant professional developments and to undertake training for the post. • The post-holder must adhere to Bridge Policies/Guidelines in force within the organisation. • Willingness to contribute to the training and development of others. • Willingness to work within a performance managed environment and contribute to performance reporting. • Willingness to undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development. • Conform to standards of dress, which reflects a professional service. • Skilled at preparing reports and letters and maintaining a care record to a high professional standard.	

Person Specification	Essential	Desirable
Other attributes	• Willingness to work flexibly. • Committed to own professional development. • The post holder must hold a full driving licence, have access to a vehicle with fully comprehensive business-use insurance, and inform their insurance provider that they will be carrying passengers for work. Possesses the following personal qualities • Tenacity • Confident • Optimistic • Self- Aware • Adaptable • Flexible • Reliable • Consistent • Embraces Change • Enjoys Social Interaction • Manages Stress efficiently Has strong Professional Boundaries	

Key Behaviours	Works Proactively Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	Leads Change & Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.
	Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	Client & Customer Focused Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).
	Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.