

RECRUITMENT INFORMATION PACK

Navigator – Street Reach

Hours: 35 per week

Salary: £25,012

Annual Holidays: 6 weeks plus Bank Holidays

Location: Calderdale



Being part of an organisation that makes a difference - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with people of all ages, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people. We offer support for people living in their own homes and we run a training centre that helps people find work or develop skills for everyday life.

Horton Housing is committed to equality, diversity and inclusion (EDI) and providing services that are inclusive and accessible for everyone.

OUR PEOPLE

Horton Housing Association (HHA) is committed to being a great place to work for everyone who works here, and we get some really positive feedback from our colleagues.

In our recent annual colleague survey, more than 9 out of 10 respondents told us that:

- They had a good relationship with their line manager
- HHA's values align with their own
- They believe that Horton's work positively impacts people's lives
- They feel involved in their work.

And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't change it for the world."*

In short, we care about people. We work hard to be a great place to work, so that we can improve lives together.



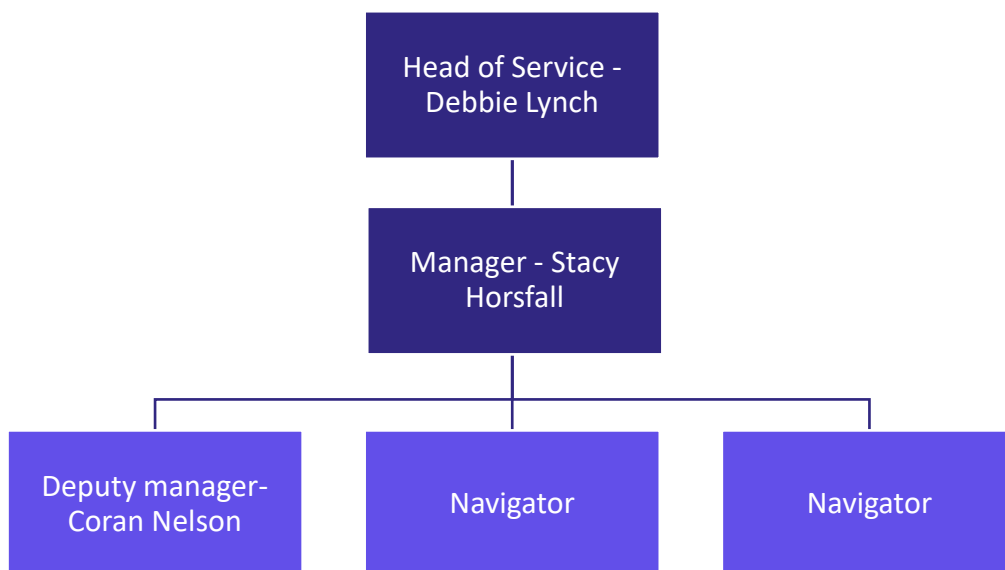
About the department

Street Reach is an outreach service supporting people who are experiencing rough sleeping.

We work flexibly to engage with people, helping them to move off the streets by securing short-term accommodation and helping them to move into longer-term settled accommodation.

We have two units of emergency accommodation (crash pads) that can accommodate people who need it. The service also has a bond scheme to help people to move into private rented accommodation.

This is a short-term service with support lasting up to three months. We work with a range of partners to secure longer-term support where necessary.



Message from the Recruiting Manager

As a Navigator at Street Reach, you will be responding to alerts and outreaching rough sleepers in their location. You will be offering interventions and supporting them into accommodation, which could involve placing and assisting them into our emergency crash pads, setting up rent claim's and ensuring it is in payment and linking them in with other services. Another part of the role, you will be engaging with people who are street begging, building relationships and offering one off interventions. We are based at Thornton House in Halifax Town Centre, along with other services within the Rough Sleeping Pathway. It is not only rewarding, but it is a privilege to work with people who have had the strength to ask for help and come forward after long periods of trauma.

We look forward to hearing from you.

- Stacy Horsfall

Job Description

REPORTS TO: Scheme Manager

In addition to working with people rough sleeping, the Navigator will work with people who are known to be experiencing long term housing instability, regularly moving between rough sleeping, sofa surfing and inappropriate accommodation.

The Navigator will work alongside partner agencies to facilitate access to services and provide interventions for individuals with complex needs in order to move away from a street based lifestyle.

RESPONSIBILITIES

- Undertake daily outreach sessions including early morning, late evening sessions and engaging with people with complex needs that you identify as experiencing rough sleeping
- Work alongside Calderdale Councils Rough Sleeper Navigator to ensure effective co-ordination of resources ensuring a joined up approach and a strong link. This includes attending monthly meetings and ensure that information obtained is appropriately, recorded and collated.
- Respond to reports and sightings of people experiencing rough sleeping in Calderdale
- Facilitate re-connection to the individual's local area or country, where they do not have a local connection to Calderdale.
- Engage with people who are sleeping rough, establishing a rapport and encouraging them to engage with the services to address their health needs.



- Liaise with a range of agencies and individuals on behalf of people and refer them to more appropriate or specialist agencies where their needs fall outside the remit/skills of the scheme
- Assist people in accessing appropriate benefit entitlements and provide support with managing and maintaining budgets
- Support people to access appropriate and safe emergency accommodation/move-on accommodation
- Assist tenants in two of our emergency crash-pads to find accommodation
- Develop and maintain strong and professional working relationships with partner agencies.
- Support people to develop independent living skills to help them maintain their home
- Assist in the delivery of drop-ins in Halifax town centre and the Upper Valley
- Encourage and assist people to partake in daily, community, leisure and work activities to promote better health and wellbeing
- Keep written records in accordance with the requirements of the organisation and funders
- Undertake relevant training as required

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

Person Specification

ESSENTIAL

Essential for Horton Housing:

- Ability to maintain professional boundaries
- Commitment to Equality, Diversity and Inclusion
- A willingness to undertake any further training required
- Ability to work flexibly to meet the needs of the service/department
- A full UK driving licence and use of a car for work purpose
- Enhanced/Basic DBS check before start

Essential for the role:

- Experience of working with people with mental ill health including dual diagnosis
- Experience of working directly with vulnerable and marginalised clients with a range of complex needs, including, homelessness and rough sleeping, drug and alcohol misuse, a history of offending and those in crisis situations



- Experience of undertaking assessments, and developing individual support plans and working with vulnerable people in a community/street setting
- Experience of collating and analysing data
- Evidence of vocational training in relevant skills for the post e.g. mental health issues and social care
- Experience or knowledge of working with people with multiple needs who may have experienced rough sleeping or at risk of rough sleeping.

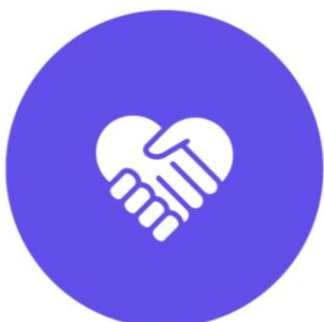


Our Values



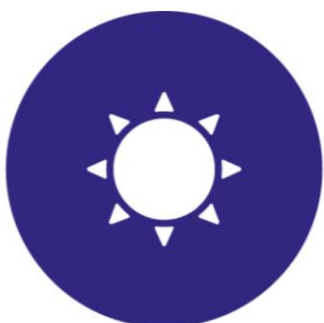
Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

Our Commitment to Equality, Diversity and Inclusion

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to actions that will increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.



What can you expect from working at Horton Housing Association?

Community Culture

At Horton Housing, our working culture is one based on trust, respect and inclusion. We focus on open communication, starting from the very top with consistent communication from our Chief Executive Officer (CEO). With regular meetings across schemes and departments, we really are a community who can rely on each other.

Personal Growth

We offer a multitude of development opportunities for our colleagues, including: funded qualifications, job shadowing, secondments, and internal promotions or movements across different schemes and departments.

Wellbeing

We know that work/life balance is at the heart of employee wellbeing. That's why our full time work week is only 35 hours, and we offer flexible working where possible. We also offer 6 weeks holiday (+ Bank Holidays) so you can spend more time doing what you love.

We're partnered with Health Assured to offer you free counselling available 24/7, a confidential helpline, and an app offering a range of wellbeing resources (health plans, meditation, recipes, and podcasts).

Because Financial Wellbeing is as important as mental wellbeing, we also offer an interest free employee loan scheme up to £1200.

Taking Pride in Our Vision

At Horton we always strive to deliver the best and meet the highest standards – whether this be our accommodation, support, maintenance or central services teams. We value the unique skills and experience that each of our colleagues bring to help us achieve our ambitious goals.

Empowering You to Succeed

HHA is a Strength Based Organisation, and just as we recognise the people we support to be experts in their own lives, we recognise our colleagues as experts in their roles – and encourage everyone to work with autonomy and pride. To help you reach your potential with us, we offer a range of internal training courses, including a thorough induction when you start.

Colleague Engagement

There are lots of opportunities to get involved at Horton, with a Wellbeing and EDI group open for anybody to join and have their say. We also post good news and announcements across the organisation on our SharePoint. You may even be interviewed for our quarterly magazine!

Did you know: Our CEO started with HHA as a Support Worker and worked all the way up!



How to Apply

To apply for this role, please complete the application form in full via our website.

We shortlist based on each vacancy's job description. As such, please tailor your application to the person specification, stressing how you meet the essential criteria. Please pay particular attention to the Supporting Statement – we are unable to consider applications that don't address the person specification in this section.

Contact us

Head Office: Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

Telephone: 01274 370689

hr@hortonhousing.co.uk

www.hortonhousing.co.uk



[@hortonhousingassociation](https://www.facebook.com/hortonhousingassociation)



[@HortonHousing](https://twitter.com/HortonHousing)



[@hortonhousing](https://www.instagram.com/hortonhousing)



[Horton Housing](https://www.linkedin.com/company/HortonHousing)

