

Job Profile

Position Details	
Post	Navigator
Service Area	Adults & Health/Strategic Commissioning/Housing Related Support Team/Mulberry Junction
Reports to	Mulberry Junction Manager
Grade	SC4
Job Family	To be completed by HR

Role Purpose
<p>This role will provide information and guidance to people accessing Mulberry Junction, the Council's resource centre for single people in Haringey affected by, or at risk of homelessness. The Navigator will help people connect with the services and opportunities they need to achieve positive housing, health and learning outcomes.</p> <p>The Navigator will be part of a team whose overall aim is to tackle rough sleeping, reduce homelessness and help people achieve their personal goals by providing a range of housing, health and wellbeing support at Mulberry Junction</p> <p>By providing support, signposting and connection between people and services at Mulberry Junction, the Navigator will ensure the service is a key resource in the work to tackle homelessness, where people are empowered to achieve their goals.</p>

Main Responsibilities
<ol style="list-style-type: none"> 1. To create a welcoming environment as a key point of contact for information and advice to people accessing Mulberry Junction 2. To assess personal circumstances and goals with individuals on arrival at the service, to connect them with appropriate teams located within and outside Mulberry Junction 3. To undertake administrative tasks with individuals at the service to facilitate smooth access to services, opportunities and activities available 4. Create clear information and promotional materials about the service, in formats appropriate to a range of learning styles, languages and circumstances 5. Work collaboratively with people and services using Mulberry Junction to secure positive housing and wellbeing outcomes for single homeless adults 6. Provide non-judgemental and empathetic communication that recognises and reduces the distress and anxiety that people facing homelessness are likely to experience 7. Promote the activities, groups and opportunities available at Mulberry Junction, so that those using the space do so actively and with purpose

8. Ensure accurate recording and management of information about service users, activities and outcomes to support monitoring and evaluation of the services aims
9. To identify and appropriately apply relevant safeguarding, domestic violence and health and safety policies as they apply to the personal circumstances of those accessing Mulberry Junction
10. To take a proactive role in promoting awareness of the service with the community, agencies and single people at risk or affected by homelessness
11. To attend regular learning, supervision and appraisal sessions as agreed with your line manager.
12. To participate in group reflective practice and whole service team meetings, contributing ideas and solutions that enable Mulberry Junction to run smoothly and achieve its outcomes

Generic Responsibilities
<ol style="list-style-type: none"> 1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements. 2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies. 3. Knowledge and experience of using IT (Microsoft Word, Outlook, Excel) 4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Personal experience or understanding of the issues affecting single homeless people or those at risk of homelessness	E
2. Understanding and commitment to working responsively to support individuals plan and realise their aspirations and strengths	E
3. An ability to work proactively and respectfully to reduce distress and conflict whilst maintaining boundaries and ensuring consistency	E
4. Understanding of and commitment to following relevant safeguarding, Health & Safety and Domestic Violence policies	E
5. Ability to work creatively, flexibly in a solution focused way to support single homeless people direct their support	D
6. Ability to work with partner services and teams to enable effective assessment, signposting and involvement with single homeless people	E
7. To recognise the need for and commitment to self- care and recognised support mechanisms due to the intensity of the work	D

8. Ability to promote the service locally to engage local communities and groups to contribute to the development of the service	D
9. Undertake self-learning and team-based development opportunities to continuously inform practice	D
10. Knowledge and commitment to co-production and service user involvement in the design and operation of services	D
11. Familiarity with IT applications including Microsoft Office and keyboard skills	E

Main Contacts & Other Information
<u>Main Contacts:</u> Hub Manager Making Every Adult Systems Navigator Housing Needs Service Outreach Peer and Volunteer Coordinator

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				N/A
Will the post holder be responsible for contract / agency / project staff?				N/A

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	X	30	Use of a computer.	X	30
Audio typing.	N		Crisis or conflict situations.	X	20
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	N		Working in confined spaces.	N	
Driving a car, van or minibus.	N		Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	Y		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	X	10	Working shifts / unsocial hours, nights.	N	
Outdoor work involving uneven surfaces.	N		Standing or sitting for prolonged periods.	X	60

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	N		Working at heights / on ladders, roof work.	N	
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
No
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
Laptop
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
YES
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes, please indicate the type of building(s) concerned and the nature of the accountability:
They will be responsible for fire drills/ checks/ maintaining relevant logs, but the responsibility lays with the service manager