

Job Details

Housing Support Navigator (Temporary Accommodation)

Turning Tides

Turning Tides is a community led homelessness charity operating in Worthing, Littlehampton, Horsham, Mid Sussex and surrounding areas. A group of local Christians established the charity in 1992 as Worthing Churches Homeless Projects (WCHP) to help those sleeping rough in Worthing. Currently Turning Tides employs over 150 staff and 250 volunteers, helping hundreds of people, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

Turning Tides operate a range of projects/functions:

- **Hub and Outreach Services**

- St Clare's Community Hub (Worthing)
 - Hub for multi-agency Rougher Sleeper's Team
 - In reach drug and alcohol and physical health clinics
 - Range of groups such as women's group, art, IT Junction and similar
 - Community Inclusion Team
 - Advice and Assessment Team
 - Outreach, move on support and reconnection
 - Food/clothing donations coordination
- Littlehampton Community Hub
 - Advice & Assessment team
 - Community Inclusion team
 - Breakfast Club
 - Outreach Worker across Arun
 - Groups such as Skills workshops, Arun District Council Housing Drop in, Foodbank, and dedicated women's group in partnership with Safe in Sussex
- Horsham and Mid Sussex Services
 - Outreach Manager
 - Outreach Workers
 - Support Coordinators
 - Community Inclusion Workers
 - Mental Health Coordinator
- Multi-Disciplinary Team
 - MDT Managers
 - Mental Health Worker
 - Alternative Response Team
 - Substance Misuse Worker
 - Substance Misuse and Wellbeing Worker
 - Dual Diagnosis Worker
 - Mental Health and Trauma Coordinator
 - Staying Well Worker

- Social Work Coordinator
 - Housing First Team
 - Housing First Manager
 - Housing First Workers
- **Lyndhurst Road Accommodation Service (Worthing)**
 - 34 bed emergency/assessment service
 - 24/7 double cover staffing
 - Shared office space for local statutory and Voluntary services
 - Harm minimisation and Psychologically Informed Approach
- **Recovery Project (Worthing)**
 - 28 bed CQC Registered Tier 4 substance misuse service
 - 24/7 staffing, double day and single night cover with waking night workers
 - Social Work Co-ordinator
 - Abstinence and harm minimisation
- **Byron and Manor Road Hostels (Worthing)**
 - 15 bed complex needs
 - 24/7 staffing, double day and single night cover with waking night workers
 - 14 bed move on hostel
 - Abstinence and harm minimisation
 - Psychologically informed approach
- **Move On Housing (Worthing, Littlehampton, Horsham and East Grinstead)**
 - 18 houses for move on and long term housing
- **Community Fundraising Team**
 - Organising regular fundraising events throughout the year.
 - Increasing our donor database
 - Delivering talks about the work of Turning Tides
 - Securing fundraising income as required to protect the provision of services
 - Educating the local community about homelessness
- **Co-ordination of 250+ Volunteers**
 - Mentoring and Befriending Scheme
 - Corporate Volunteering

Turning Tides remains determined to end local homelessness - a reality that can only be achieved through finding shared purpose with clients, other services and the wider community.

For further details go to www.turning-tides.org.uk

Housing Support Navigator (Temporary Accommodation) Job Background

This role has been developed in partnership with Mid Sussex District Council to provide a responsive support service to individuals placed within temporary accommodation within the district and surrounding areas.

Working closely with both Mid Sussex District Council’s Housing team and Turning Tides established Outreach and specialist teams, you will be supporting clients who are housed in Temporary accommodation. This role will allow you to explore all effective housing solutions, working closely with the Private Rented Sector Coordinator to identify clients who are ready to move in to PRS accommodation. This role will support clients in a holistic way to be actively engaged in their own support plans in areas such as benefits, employability, debt, health and social care and providing housing management support, to ensure that they are able to maintain their accommodation.

Key Terms and Conditions

Hours:	37.5 hours (with some need for evening/weekend working, depending on the needs of the clients)
Pension:	All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Royal London upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack.
Contract:	Permanent
Annual Leave:	25 days increasing 1 day per year up to 28 days (not including bank holidays).

Summary of the Role

This role will provide holistic support whilst clients are accommodated in Temporary Accommodation and when they are transitioning into and out of this accommodation. This transition period could include working with those in emergency accommodation, supported housing or other housing tenures. Some of the interventions that you may complete with clients are

- Registering with a GP
- Signing up for benefits, including housing benefit, Universal Credit, PIP
- Opening a bank account
- Photo ID
- Liaising & completing referrals to Substance Misuse Services, Mental Health Teams & other organisations that may be identified from the client's needs assessment
- Attend appointments to support the client, and advocate on behalf of them if needed
- Support the client to look for private rented accommodation
- Complete internal & external housing applications
- Deal with any incidents, complaints and anti-social behaviour, with support from the Outreach Manager & Mid Sussex District Councils Housing Officers

Working together with Mid Sussex District Council & Turning Tides Outreach Manager to identify a caseload of clients, which will vary depending on complexity and the needs of the household, allowing some flexibility for those transitioning on and off your caseload.

This post will help people to secure long-term accommodation, supporting clients to build a positive support network, preventing cyclical homelessness and ensuring community integration, to empower clients to thrive in their local community. This support could include empowering people to return to employment, increasing their employability skills and helping them to transition into independent accommodation. This role will involve working with some people who have experienced complex trauma, so focusing on building positive, trusting & healthy relationships with clients will be an integral part of this role.

Reporting to

Outreach Manager

Location

Mid Sussex

Key Responsibilities

TA Support Navigation

- To work closely with the Mid Sussex District Councils Housing Team to identify the support needs of clients who are referred to the service.
- Adopt a psychologically informed approach to supporting and coaching clients, including the use of learning from Psychologically Informed Environment models of working and through reflecting on service delivery and practice.
- Engage with the Housing Needs Service to ensure that the client understands and takes actions agreed within their personalised housing plan and provide the housing officer with relevant updates.
- Undertake thorough, needs led assessments, risk assessments and strengths based support plans with all clients, to be updated and reviewed on a regular basis.
- Provide support to clients through regular weekly key working, brief interventions and motivational based support.
- Offering a responsive level of support when difficulties arise, managing crisis and supporting clients to build resilience and coping strategies to maintain their accommodation.
- Undertaking practical and life skills training with clients in order to promote independence and prevent any future tenancy breakdowns. To build confidence and support clients in tenancy readiness and sustainment.
- Support clients to access community resources to develop positive peer networks and meaningful leisure opportunities.
- Support clients to develop employment skills and increase their employment opportunities through either paid or voluntary employment or accessing education courses.
- Promote and encourage coproduction and client involvement in the support offered and within Turning Tides as a whole. Creating opportunities to involve clients in the design and delivery of services and to provide feedback on the quality of service provision.
- Support residents in the transition into independent living, including supporting them to secure long-term accommodation either within PRS, supported accommodation or social housing. Working closely with Turning Tides PRS coordinator, residential services & Outreach Team to identify sustainable accommodation, which meets the client's individual needs.
- Work in partnership with Turning Tides Community Development Team to match clients with befrienders and mentors to empower them to foster positive relationships in the local community.

Accommodation Support

- Complete sign ups with new clients and inform them of the terms of their licence/tenancy, within this you will be supporting clients to apply for benefits, set up & maintain utility and rent payments and be made aware of local amenities and support services.

- Support clients to understand the responsibilities of a tenancy including the importance of showing consideration towards neighbours to support them to become a positive part of their local community.
- Support clients to maintain rent payments in liaison with Temporary Accommodation Management Officer
- Help clients to develop budgeting and financial management skills including accessing debt advisory support if needed.
- Complete regular health and safety checks to identify any maintenance or housekeeping issues and to promptly report any such issues to Mid Sussex District Council, whilst supporting clients to complete any actions needed to maintain a habitable and safe property.
- Maintain and keep accurate records, including any incidents, accidents, complaints, residents' files, statistics and other monitoring information. To provide reports on specific areas as required to do so by Mid Sussex District Council and Outreach Manager.

Monitoring

- Maintain individual, up to date and accurate client data by inputting information on to Turning Tides inform database system.
- Produce reports on service outcomes and provision for funders and in house quarterly reviews.
- Collate and report on quantitative and qualitative data. Including case studies and key performance indicators.
- Provide accurate and timely financial returns for your own expenses, mileage and credit card returns.

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
 - Confidentiality and Data Protection Act
- 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 approach.
- Undertake equalities impact assessments and reviews.

General

- Maintain personal development including participation in supervision and training.
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
- Maintain at all times the ethos of Turning Tides.

Person Specification Housing Support Navigator (Temporary Accommodation)

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **short list criteria only** (this is marked “**S or S/I**” on the person specification) on **page 4** of your application form.

E = Essential criteria D = Desirable criteria
S = Short listing criteria I = Interview criteria

Criteria	E or D	S or S/I
Knowledge		
1. Experience or understanding of the needs and challenges facing people who are or have been homeless	E	S
2. Experience of positive partnership working and collaboration	D	S
3. An understanding of psychologically informed practise, strength based approaches & trauma informed care	D	S
Skills		
4. Ability to motivate and support people with low self-esteem through a process of change even if they are resistant	E	S
5. Ability to set boundaries, challenge appropriately and to manage conflict constructively	E	S
6. Commitment to personal growth and extending own professional competence and knowledge.	E	S
Experience		
7. Good knowledge of welfare benefits, homelessness law & policy	E	S
8. Good knowledge of Health and Safety, Safeguarding and Confidentiality	E	I

9. Good knowledge of mental health, personality disorders and dual diagnosis	D	I
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