

**YMCA DERBYSHIRE
JOB DESCRIPTION**

Job Title	Housing Navigator – all deployments
Salary	£19,194 per annum
Hours	35 hours per week – working hours to confirmed
Contract	

Section A	Basic Objectives of the Post
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- To work as part of the Accommodation Team to provide a high quality, efficient and effective service to residents.
- To assist the Supported Housing Manager, Pathway Coordinators and the Housing Management Team in meeting organisational targets for supported housing
- To ensure compliance with relevant legislative frameworks, and YMCA Derbyshire’s policies and procedures.
- To respect and uphold the aims and values of the YMCA and contribute to a culture of excellence within the Accommodation team, continually improving and developing these services.

Section B	Responsible to:
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Supported Housing Manager

Section C	Responsible for (Supervisory Role)
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None

Section D	Duties & Responsibilities
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1. To work as part of the Accommodation Team to provide a high quality, efficient and effective service to residents.

- Working with residents to create a person-centred pathway to independence using iMatter and providing ongoing support to enable them to reach their goals.
- Assisting Activity Lead and Health & Wellbeing staff in the provision of meaningful activity and Foyer sessions.
- Liaising with external agencies and internal staff to ensure the economic and social welfare of each resident.
- Organising and providing appropriate support for residents preparing to move-on to greater independence, including support through the move and resettlement into their new home.
- Contributing to the protection of service users from abuse, and support service users when they are distressed, including adherence to YMCADs Safeguarding policy and procedures
- Liaising with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and other landlords as appropriate to meet the needs of service users.
- Advocating for clients where appropriate.
- Working effectively with a range of professionals and stakeholders, to ensure the management and success of placements.

- Developing and managing an ongoing project with residents around financial capability.
- 2. To assist the Supported Housing Manager, Pathway Coordinators and the Housing Management Team in meeting organisational targets for supported housing**
- Collecting, recording and processing rent payments appropriately.
 - In liaison with the Income Recovery Officer monitor non-payment of rent. Provide support and signpost to debt counselling where appropriate.
 - Assisting the Pathway Coordinator in the assessment and selection of clients ensuring that good practice and equality of opportunity is followed.
 - Assisting residents to understand their Licence Agreement, their rights and obligations, and report any breaches to the Housing Management Officer.
 - Liaising, consulting with and actively supporting residents' meetings, encouraging participation in decision making processes and coproduction.
 - Recording all activity on Harmonia promptly and appropriately
 - Conducting Health & Safety room checks of onsite and off site properties
 - Meeting all targets
- 3. To ensure compliance with relevant legislative frameworks, and YMCA Derbyshire's policies and procedures.**
- Working with the Supported Housing Manager and Pathway Coordinators to ensure that the management of the service fits into the overall framework of policies; procedures and guidelines provided by YMCA Derbyshire and to consult with residents on a regular basis to evidence this.
 - To understand and apply the principles of the following legislative frameworks;
 - Housing Legislation including Landlord & Tenant Act and Anti-social Behaviour Act
 - Welfare Reform and Exempt Accommodation
 - The Children's Act 1989 (particularly s20) and Every Child Matters.
 - Safeguarding (including Missing & Absent Person's protocols)
 - Data Protection and GDPR
 - To work with the Supported Housing Manager and Pathway Coordinators to review, recommend and develop policies which enable appropriate interpretation and implementation of housing and other relevant legislation
- 4. The post holder may be required to undertake other duties as reasonably required, commensurate with the level of position and to meet the needs of the organisation.**

Section E	Functional Links
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It is essential to maintain and establish appropriate working links with all professional colleagues in the field whose role may affect your work. This will include:-

- Residents
- Housing Management Team
- Estates and Maintenance Team
- BBO Team
- Health and Wellbeing Team
- Children and Young People's Services including Youth Offending, and MAT teams
- Housing Options staff
- Safe and Sound
- Other professionals

- DCC Young People's Framework Team
- Benefits Agencies
- Health care staff including Substance Misuse Services
- Emergency service personnel
- Local Community
- Probation
- Other housing providers

Section F	Any Additional Information
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The hours of work are 35 per week including, evenings, weekends and Bank Holidays to meet the needs of the clients and the project. Hours of work are to be confirmed.

A full driving licence and use of a car is essential for staff not permanently deployed at our London Rd Campus.

An Enhanced DBS check is required for this post.

Employees of YMCA Derbyshire will be required to work within the remit of all organisational policies and procedures and any relevant legislation.

You will be working with residents who have a wide range of issues related to homelessness, and will be expected to present as a professional role model; building supportive relationships and helping them to achieve as much responsibility and independence as possible for their own lives.

**YMCA Derbyshire
PERSON SPECIFICATION**

Job Title:	Housing Navigator
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TECHNICAL REQUIREMENTS (includes experience and qualifications)	Essential/ Desirable
NVQ 3 or equivalent in Housing, Homelessness, Health & Social Care or other relevant subject	D
Experience of working with vulnerable people (including those who are homeless) and supporting them to manage their needs and develop life skills.	E
Hold a full driving licence, business insurance and have use of a car	E/D
Computer literacy including word, excel and outlook	E
Previous housing management experience	D
Customer Focus	
Ability to work professionally and courteously with a range of customers both internal and external to include staff, service users and external agencies	E
Understanding of the issues that affect young people	E
Understanding of the issues effecting vulnerable and homeless people	E
Team-working	
Ability to work as part of a team, but also on own initiative and at times unsupervised.	E
Can work with others to ensure tasks are complete	E
Ability to monitor progress of work and make effective use of own and others' time	E
Communicating & Influencing	
Ability to communicate with a diverse range of people	E
Excellent interpersonal skills and written and oral communication skills	E
To work professionally with service users, maintaining professional boundaries and confidentiality at all times	E
Planning & Organising	
Good analytical skills to assess the needs and manage regular rent payments and placements of clients.	E
Excellent record keeping and writing skills to ensure accurate case notes, support plans and placement paperwork to validate work	E
Managing & Developing Performance	
Proven ability to demonstrate skills and experience in providing support to new staff	D
Ability to set clear objectives with measures of success	E
Decision Making	
Understanding the issues of those experiencing financial hardship/budgeting difficulties and how to address this.	E
Working with service users experiencing financial hardship/budgeting issues to devise and agree appropriate payment plans to ensure regular rent payments	E
Responding to Pressure & Change	
Ability to work flexible hours, including evenings and weekends as well as being on-call	E
Ability to manage challenging behaviour in a positive manner	E

Advantaged Thinking Requirements	Essential/ Desirable
Uses positive language and avoids negative stereotypes	
Is able to identify the strengths in individuals and positively describe them	E
Is inquisitive and explores people's potential	
Is able to engage young people in meaningful coaching sessions about their potential	E
Focusses on solutions instead of supporting problems	
Actively works in an asset-based, advantaged thinking manner to achieve outcomes for young people	E
Willing to invest in their role, their team and residents/young people	
Able to plan for the future needs of the service, themselves and staff, and is able to do this collaboratively and positively.	E
Has inspirations for themselves, their team and residents/young people	
Is able to use their own and YMCA values to inspire young people to be the best version of themselves	E
Involves residents/young people/staff in creating their own path and sees value in experience	
Able to facilitate coproduction sessions with young people to tackle burning issues and to involve them in service elements	E
Has courage and the strength to challenge negativity and promote a strengths-based culture	
Is able to challenge negativity and promote a strengths-based, positive culture with residents/young people	E

**YMCA DERBYSHIRE
TERMS AND CONDITIONS**

Job Title:	Housing Navigator
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- 1. Salary**
£19,194 per annum
- 2. Hours of work**
35 hours per week on a rolling shift basis unless specifically detailed in writing by HR. This will include, evenings, weekends and Bank Holidays to meet the needs of the clients and the project duties.
- 3. Leave entitlement**
33 days per year including Bank Holidays
- 4. Sick pay provision**
2 weeks in a rolling 12 month period; following a 3 month qualifying period
- 5. Pension entitlement**
Auto enrolment to Peoples Pension
- 6. Period of termination notice**
One week during 6 month probation period thereafter one month
- 7. Conditions of appointment**
The appointment is subject to YMCA Derbyshire receiving two satisfactory references, the completion of a confidential medical questionnaire and a medical examination if considered necessary; an Enhanced DBS check and a six month probationary period.