



West Yorkshire - Finding Independence
Delivering Fulfilling Lives:
Supporting People with Multiple Needs Programme

Job Description

Job Title	WY-FI Navigator
Salary	£22,165 per annum
Duration	Permanent
Hours of work	37 hours per week (may include evenings weekends and bank holidays)
Clearance	Enhanced DBS Check
Responsible to	Lead Navigator
Job Purpose	<p>West Yorkshire - Finding Independence (WY-FI) is funded by Big Lottery Fund's Fulfilling Lives initiative to support people with multiple needs (a combination of Homelessness, Addiction, Re-offending behaviour and Mental ill- health) across 12 areas of England including West Yorkshire.</p> <p>WY-FI aims to improve the lives and wellbeing of people with the most entrenched multiple needs who don't engage in services, revolve in and out of services or are excluded from services.</p> <p>Navigators will be working in an outreach capacity to help support people who experience 3 or more complex needs (homelessness, substance misuse, re-offending behaviour and/or mental ill-health) to access the services and interventions they need to build their resilience, gain confidence and acquire the personal and social assets they need to meet their aspirations.</p> <p>Navigators will be working with individuals who may have a history of convictions for serious offences who are at a high risk of reoffending. Navigators will be exposed to individuals with challenging behavioural issues that may make it difficult for them to establish relationships at any level.</p>

Main Objectives

- Assess and engage with those individuals with complex needs who are not currently engaged in appropriate services.
- Seek and respond to referrals from a variety of sources such as Housing agencies, A&E, Police, Probation and Substance Misuse services and Peer Mentors.
- Build trust and good rapport with beneficiaries.
- Co-ordinate the development and regular review of person centred multi-agency support plans.
- Support beneficiaries to engage effectively with appropriate services to meet their individual needs and aspirations.
- Develop effective working relationships with key voluntary, statutory services, support agencies and WY-FI staff and their staff to improve the response to people with multiple needs.
- Ensure individuals are involved in the design and delivery of the WY-FI project.
- Work to ensure effective engagement with Peer Mentors.
- Be a role model and direct the work of peer mentors.

Key Responsibilities

Conduct assessments and data collection

- 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. Complete and monitor agreed Assessment tools including the CHAOS Index and Homelessness Outcome Star.
- Record activity and results, accurately and in a timely manner, to support project evaluation as well as funding and research requirements.

Provide a package of support to individuals

- 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.

Proactively support the WY-FI model

- Work collaboratively with the WY-FI teams across West Yorkshire providing support, sharing learning and challenges.
- Meeting regularly with WY-FI teams for training, practice development, case conferencing and to identify improvements to the service.
- Build relationships based on trust and respect through effective communication.
- Take part in WY-FI partnership events and activities, acting as an ambassador for the project and the employing organisation with external partners.
- Develop multi-agency networks, attending conferences and meetings as required.
- Encourage individuals to be involved in co-production and employability opportunities.

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, clients and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read clients, 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.

The post holder will be expected to comply with the employee organisation's policies and procedures, including those on Equality & Diversity and Health & Safety. The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Note: This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of WY-FI Core Partnership Board and the lead organisation DISC.

Person Specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Qualified to Social Care Level 3 or equivalent or qualified through appropriate life or job experience. 	
Experience	<ul style="list-style-type: none"> • Within the last 3 years at least one year's experience of successfully delivering advice or support in a health, social care 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. 	<ul style="list-style-type: none"> • Experience of mentoring or supervising staff or volunteers. • Personal experience of social exclusion or recovery. • Experience of lone working and personal safety.
Knowledge and Skills	<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • Knowledge of causes and effects related to social inclusion and the barriers that can prevent access • Ability to identify discrimination in its many forms.
Other attributes	<ul style="list-style-type: none"> • IT literate i.e. able to use Microsoft Office packages including Word and Outlook. • Willingness to work flexibly in terms of hours, including out of office hours. • Committed to own professional development. • Able to travel independently within the locality and West Yorkshire when required. 	<ul style="list-style-type: none"> • Full driving licence and access to own transport.