

JOB DESCRIPTION

JOB TITLE:	Personal Navigator, Building Better Opportunities: Opportunity and Change
LOCATION:	Across Derventio Housing Trust's offices and project locations
ACCOUNTABLE TO:	Building Better Opportunities Coordinator

All contracts are based on a 40 hour week (pro rata + or -)

This role will require you to undertake a Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

JOB PURPOSE:

The Personal Navigator will provide casework support to help address the multiple and complex needs of vulnerable adults in Derbyshire.

The job is not completely autonomous as it reports to the BBO Coordinator, but the post holder will have a significant degree of freedom and latitude for decision making in the control and management of their operational work.

This post is funded by the National Lottery Community Fund and the European Social Fund.

The post will work solely on the Building Better Opportunities programme, Opportunity and Change project.

Key Performance Indicators

- 70% of participants will resolve one complex need.
- 45% of participants will resolve 2 complex needs
- 25% of participants will resolve 3 complex needs.
- 30% of participants will move in education and training
- 30% of economically inactive participants will move into job search
- 10% of participants will move into employment.

You must be prepared to wear an ID Badge and Security Tag.

DUTIES AND RESPONSIBILITIES OF THE POST:

1. To engage with the local community and other support agencies to promote the service and recruit referrals to the programme.
2. To create and manage a 'change plan' to achieve individual goals and targets.
3. Support individuals to address their complex needs through caseworking, signposting to appropriate support services and supporting the participant to attend interventions.
4. Support participants to engage in education, training and learning by referring to the in-programme training sessions and/or external training opportunities.
5. Support participants to engage in active job search and a range of employability focused activities.
6. Support participants to apply for and gain paid employment.
7. Promote a "no blame" and "can do" culture.
8. Continuously explore and champion opportunities for improvement and challenge the status quo.
9. Promote a climate of equality for all.
10. Maintain organisational, client and colleague confidentiality.
11. Be honest and transparent at all times.
12. Be familiar with and demonstrate adherence to company's organisational and service specific Policies and Procedures.
13. Adhere to the company's Code of Conduct.
14. To understand and actively promote the company's values.
15. Identify your own development needs and actively seek opportunities to expand your knowledge, skill and experience to meet the developing needs of the service. Actively participate in the development of others.
16. Attend regular team meetings and supervision with line manager.
17. Be a positive force within your team taking personal responsibility for maintaining good working relationships, and contributing to maintaining high levels of morale through your own actions and behaviours.

Carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons we also reserve the right to transfer you to alternative duties. For this reason it is a condition of employment that you are willing to do so if requested from time to time.

DEVELOPMENT AND TRAINING:

To respond positively to new and alternative systems, undertake training and development activities as identified.

HEALTH & SAFETY:

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY & DIVERSITY:

To support, promote & comply with the Company's Equality & Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY & DATA PROTECTION:

The Company requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All staff are subject to the Data Protection Act.

AGREEMENT OF JOB DESCRIPTION:

I understand and accept the job duties and responsibilities as contained in the Job Description.

Sign..... Date.....

PERSON SPECIFICATION

Personal Navigator , Building Better Opportunities: Opportunity and Change

Factors	Competence level required	Where Evidenced?	Essential/Desirable
Experience	Experience of working with people with multiple and complex needs and supporting the individual to make a positive change	A, I	E
	Experience of supporting and motivating people into training education and employment	A, I	D
Knowledge / Qualifications	IAG Level 3	A	D
	Understanding of Drug and Alcohol misuse, Mental Health, Domestic Abuse, Homelessness and Offending	A, I	E
	Knowledge of the benefit system including In Work benefits	A	D
	Knowledge of local adult and child safeguarding procedures.	A	D
	Level 2 Literacy and Numeracy	A	E
	Knowledge of local support services and potential referring groups	A	D
Skills/Abilities	Ability to identify barriers and support needs through using a range of questions and resources.	A, I	E
	Demonstrates the skills to write a clear, concise, sensitive and objective change plan	I	E
	Is able to provide a range of employability focused activities	A, I	D
	Belief that people can change and succeed	A, I	E
	Works effectively with key partners and refers onto appropriate agencies where necessary	A, I	E
	Accurate and effective IT skills in e-mail, word processing and data entry	A	E
	Meets strict targets and deadlines	A, I	D
	Manages caseload and workload effectively and efficiently	A, I	E
	Excellent verbal and non-verbal communication	A, I	E
Working requirements Equality and Diversity	Full driving licence and vehicle available for work	A	E
	Willingness to engage in continual professional development	I	E

	A requirement of the role is that you conduct outreach appointments and work across a specific geographical area	AI	E
Equality and Diversity	An in depth understanding and strong commitment to anti discriminatory practice in the workplace and in service delivery	I	E
	Values diversity, differing cultural perspectives and works effectively with people regardless of appearance or beliefs.	I	E