# **sp jb**

# HARP Navigator

# Job Background

This role has been funded by Public Health England as part of the Rough Sleeping Grant one year pilot programme, and sits within the West Sussex Hospital Admission Reduction Pathway (HARP). This programme is being rolled out across the county. The programme has started in Worthing and is now being rolled out countywide.

It is recognised that rough sleepers across West Sussex have unmet physical and mental health needs which can often cause difficulties when trying to engage with services in a productive and long-term arrangement. The HARP Navigator will be responsible for engaging with individuals attending three West Sussex A and E departments who are rough sleeping, as part of a wider multidisciplinary team of non-clinical and clinical navigators, alongside peer mentors.

The HARP navigator will support people who are homeless through their admission to A and E to accessing services within the community. The post holder will be expected to navigate local service provision, building strong relationships with a range of different professionals whilst advocating on the individual’s behalf. They will work closely with HARP clinical navigators co-located within local homeless services and street triage, as well as identifying peer mentors to support the individual to access further services based on their needs.

The HARP model will focus on;

* reducing crisis hospital admissions for those with mental health issues/ dual diagnosis needs
* reducing drug related deaths, increase clinical street and homeless hub triage
* increasing vaccination, screening and treatment of blood born viruses
* Creating an improved navigation route through both health and community-based services.

It provides a multi-disciplinary approach to working with individuals with multiple needs; using systems leadership and strengthening synergies, information sharing, pathway understand and client-focused planning. It furthers the work of Team around the Person, Making Every Adult Matter, co-located GPs within homelessness, specialist homelessness GPs, MHLCG RSI outreach services and the Rough Sleeper Rapid Rehousing Pathway.

# Key Terms and Conditions

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| Hours: | 37 hours per week with flexibility required to cover early mornings, evenings and weekends. |
| Pension: | All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Aviva upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack. |
| Contract: | 10 months fixed term contract or secondment |
| Annual Leave: | 25 days (not including bank holidays). |

# Summary of the Role

The HARP navigator will support people who are homeless through their admission to A and E to accessing services within the community. The post holder will be expected to navigate local service provision, building strong relationships with a range of different professionals whilst advocating on the individual’s behalf. They will work closely with HARP clinicians co-located within local homeless services and street triage, as well as identifying peer mentors to support the individual to access further services based on their needs.

# Key Responsibilities

Focus on System Change and Navigation of support

* Identify barriers (i.e. in eligibility criteria or approach) which require high-level operational strategic change via the Systems Leadership group focusing discharges to the streets
* To ensure that these barriers are reported to, understood, and actioned by the wider Systems Leadership group and HARP team
* To effect system changes that can more effectively support those who attend A and E who currently rough sleeping, and ensures that positive changes are made in the way that local services are provided.
* Ensure that learning from the project informs improvements to / redesigning of service pathway approaches by recommending changes in the delivery of local services
* To work with individuals attending A and E and their support networks to create personalised service responses, with the long term aim to secure sustainable accommodation
* Put in place an ongoing referral mechanism and to keep a working caseload through the period of the project
* To become familiar with staff and systems within the clinical setting of an A and E department; assessing frequent attenders to A and E who are rough sleeping, whilst working closely with all other identified key workers throughout the period of the project
* Attend monthly Operational Groups to discuss individual’s needs and situations, to enable swift access to appropriate services and ensure that barriers are addressed so that service users can access suitable services.
* To work with A and E department, HARP clinical navigators, Peer Mentors and Stonepillow Teams to develop a personalised case management approach for homeless excluded individuals with complex needs.
* To support individuals from first admission to A and E, offering intensive wrap around support to connect them to wider community services including local voluntary and statutory services

Learning and Development

* Maintain a high level of knowledge and expertise on issues around multiple needs, such as drugs, Adult Safeguarding, Mental Capacity Act, mental and physical health conditions etc.
* Attend the local rough sleeping team meetings, MDT meetings, HARP operational and A and E meetings and any other groups as and when required.
* Keep up-to-date with national policy and process developments.
* Learn from recommendations and examples of good practice of Navigator roles from models such as MEAM and other multiple needs projects around the country.
* Explore and development understanding of psychologically and trauma informed practice
* Participate in training and educational activities both for students, other internal staff and for outside bodies as required.
* Develop own knowledge and skills as required including attending HARP one year training programme

Monitoring

* Participate in the staff review and development appraisal process.
* Attend regular supervisions and reflective practice sessions
* Maintain client database and monitoring systems including Stonepillow Inform database
* Complete quantitative and qualitative data when required for monitoring and evaluation purposes

Compliance with Organisational policies and regulatory requirements

* Abide by policies and procedures and regulatory requirements at all times and in particular:
  + Health 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.
* Work within the current information sharing protocols, utilising already established risk assessment processes and implement enhancements to information sharing that capture whole service user journeys.
* Work closely with all agencies to obtain service user consent, to allow better information sharing and support management.

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 values of HARP and Stonepillow..

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Person Specification

HARP Navigator

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each criteria on your application form.

E = Essential criteria D = Desirable criteria

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| **Criteria** | **E** | **D** |
| **Knowledge** | | |
| 1. Good knowledge of welfare benefits, housing and homelessness law and policy. | E |  |
| 1. Good knowledge of alcohol, drugs and issues around addiction and relapse management | E |  |
| 1. Good knowledge of mental health, personality disorders and dual diagnosis | E |  |
| 1. Good knowledge of Health and Safety, Safeguarding and Confidentiality | E |  |
| 1. Good knowledge of local agencies providing services relevant to the client group. | D | D |
| **Skills** | | |
| 1. Commitment to and good understanding of equality and diversity | E |  |
| 1. The ability to forge effective working relationships within a team | E |  |
| 1. The ability to forge effective working relationships in order to navigate and to create effective pathways to support for clients with complex needs acting as a change broker | E |  |
| 1. Ability to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships | E |  |
| 1. Commitment to personal growth and extending own professional competence and knowledge. | E |  |
| 1. Good computer literacy skills and ability to make effective use of systems | E |  |
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| 1. Experience of delivering support to vulnerable people | E |  |
| 1. Experience of providing support to people with multiple needs | E |  |
| 1. Proven ability to work effectively within a partnership along with the ability to advocate effectively at all levels on behalf of homelessness clients. |  | D |