



# Spring

Housing  
Association

## Community Navigators

### Applicant Information Pack

*Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required.*



## MISSION STATEMENT

*“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential.”*

## AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness.
- To assist people on a journey away from housing need towards a future of stability, happiness and independence.

## OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

### THIS IS US!



## About Us:

Spring Housing Association formed 5 years ago in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to:

- Care leavers
- People who are homeless or at risk of homelessness
- Refugees

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term. We have over 650 units of accommodation across 15 local authorities.

We currently employ over 70 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire. We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

Our main area of work is:

- ✓ Accommodating and supporting people who are homeless: we provide intensive housing management support to support people to move on to more permanent accommodation.
- ✓ Providing accommodation and support to refugees largely under the government Syrian Vulnerable People Resettlement Programme.
- ✓ Accommodation and support for 16-17-year-old care leavers and asylum-seeking unaccompanied children and a housing/support service for 18-25-year olds.
- ✓ Advocacy and development in the homelessness sector with a focus on improving standards in the PRS and supported accommodation sector.

### Staff say:

“Spring goes above and beyond; doing what needs to be done to help an individual”

“Flexible working/ find ways to make it work rather than saying ‘no’”

“Creating homes, not just housing”

Staff Roadshow – Creating Spring Values 2018

### Customers Say:

“Spring is very good. Good housing and takes care of people”

“the staff here are very polite sincere and helpful”

“I would recommend spring to anyone”

Customer Survey 2018

## Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ A commitment to staff training and development.

## Thank you from Dominic Bradley.

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email [recruitment@springhousing.org.uk](mailto:recruitment@springhousing.org.uk) or visit our website

Yours sincerely,

**Dominic Bradley**  
**Managing Director**

## Job Advert: Community Navigators

Do you have experience of working with offenders, young people or vulnerable adults at risk of homeless? Are you seeking a new challenge or the next step in your career? If so, we are looking to recruit motivated and experienced Community Navigators to join our growing charity.

You will be responsible for supporting customers to actively live healthy, happy independent lives within communities through early targeted prevention, personalised support and partnership working.

The focus will be on support to build resilience, improve wellbeing and move towards independence.

You will provide support to people with a variety of needs, including offending behaviour, mental health issues, substance misuse, issues around family breakdown, neighbourhood disputes, behavioural problems, anti-social behaviour.

The ideal candidates must have a proven track record and understanding of working with and delivering outstanding services to vulnerable people. You will need to have excellent written and verbal communication skills and the ability to manage and prioritise your workload according to the changing needs and demands of the service.

To be successful, you will have:

- ✓ An understanding of working in supported services with proven knowledge of supporting customers, housing, welfare system and other related legislation
- ✓ Ability to deliver high quality, structured and time limited interventions that have a lasting impact on customers lives
- ✓ Experience of managing complex and difficult situations in relation to vulnerable client groups
- ✓ Ability to effectively liaise with a range of service providers or agencies to establish or improve services for customers
- ✓ An understanding of delivering high quality customer focused customer led services
- ✓ Ability to be self motivating, work under pressure and manage time effectively
- ✓ Ability to work flexibly, including working evenings and weekends to meet the needs of customers
- ✓ NVQ level 3 qualification in Health and Social Care or relevant qualification (or working towards)
- ✓ Excellent written and verbal communication skills
- ✓ Enhanced DBS check required

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

\*\*\* Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks\*\*\*

### **For further information on how to apply:**

Please send your CV via the indeed portal. If you are invited to an interview you will also need to complete an application form. For further information please email us at [recruitment@springhousing.org.uk](mailto:recruitment@springhousing.org.uk)

**Job Type:** Full-time – 37.5 hours

**Salary:** £18,500 up to £20,500

# Job Description and Person Specification

## Section 1 - Role

<b>Post:</b>	Community Navigators
<b>Reporting to:</b>	Team Leader
<b>Directive:</b>	Support Services
<b>Grade/Salary:</b>	£18,500 up to £20,500
<b>Car user:</b>	40.00p per mile.

## Section 2 - Key Tasks and Responsibilities

### OVERALL JOB PURPOSE

Providing specialist support services to vulnerable people to actively live healthy, happy independent lives within communities through early targeted prevention, personalised support and partnership working, to build resilience, improve wellbeing and move towards independence. To support vulnerable people to obtain, sustain and maintain accommodation to prevent repeat homelessness and improve life chances. Ensuring effective personalised delivery of support to customers covering areas such as:

- Accommodation and living independently
- Health & Wellbeing
- Financial Inclusion
- Community engagement
- Education, training & employment

## Section 3 – Duties

### Service Delivery

1. Develop strength-based needs assessments/support plans/risk assessments with customers enabling them to sustain tenancies, improve reliance and maintaining independence through partnership working and access/signposting to a range of external agencies.
2. To enable customer outcome achievement through the development of customer led professional relationships, active listening and proactive support
3. To ensure effective and efficient service delivery and development in line with contract requirements to ensure the provision for a range of support, advice and guidance services to vulnerable people including, housing, health, employment & training, mental health, substance misuse and community-based services through active partnership working and customer insight
4. To provide SMART move on plans for customers leaving or moving on from the service into independent accommodation.
5. Working in partnership to implement pragmatic problem solving, unblock barriers and facilitating access for vulnerable people into various services to improve life chances.
6. To support customers to reduce behaviours which may be negative and provide crisis intervention solutions
7. Working with housing providers to ensure quality accommodation and housing and move on options for customers
8. Providing positive customer experiences that informs and shapes our business planning to improve service delivery-measurable through customer surveys, focus groups, compliments and complaints

9. To ensure customers are fully aware of their rights and responsibilities and are able to participate across services and are provided with advocacy as appropriate
10. Achievement of key performance indicators and contract compliance in line with service standards
11. Working with Housing Management Teams to support the effective income & void management, and health and safety of buildings
12. Supporting team and organisational excellence through actively engaging in team meetings, professional and personal development, cross organisational support and learning.
13. Identifying and supporting best practice and innovative solutions for continual improvement.
14. Develop specialist skills through training and other learning methods to effectively respond to need, e.g. issues affecting ex-offenders, substance use, mental health, relationships etc.
15. Ensuring appropriate outcomes and evidence to meet Payment by Results requirements via recording and collating accurate, timely data for contract compliance, including support plans, risk assessments, welfare checks and outcome monitoring
16. To assist with other duties as required by the Service Manager or other Managers

### **Safeguarding and Health and Safety**

17. To be responsible for the health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required.
18. Take responsibility for safeguarding and health and wellbeing concerns for customers and staff
19. Ensure that Safeguarding and Health and Safety Policies and procedures are adhered to and report serious concerns to Senior Management.

### **Budgets and Financial Control**

20. Consideration for service financial viability through ensuring cost effectiveness value for money
21. Accurate recording of petty cash

### **General**

22. To respond to unforeseen and crisis situations as required and be available for emergency cover within your own service and contribute to the overall running of the service.
23. Work shifts on a rota basis; this will include weekends and evenings in line with customer needs
24. To ensure that all customers, staff, and others are treated equally and fairly in accordance with policy and procedure.
25. Promote and uphold all Spring Housing Association Policies and to conduct yourself and represent Spring in a professional manner at all times.

*This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.*

## Person Specification

	Essential	Desirable
<b>Education and Qualifications</b> <ul style="list-style-type: none"> <li>▪ Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment</li> <li>▪ NVQ level 3 (or working towards) Health &amp; Social Care or related qualification</li> </ul>	✓	✓
<b>Experience</b> <ul style="list-style-type: none"> <li>▪ An understanding of working in supported services with proven knowledge of support customer, housing, welfare benefits and other related legislation</li> <li>▪ Experience of managing complex and difficult situations in relation to vulnerable client group</li> <li>▪ An understanding of delivering high quality customer focused customer led services</li> <li>▪ Experience of working with customers to produce strength based outcome focussed support plans and risk assessments</li> <li>▪ Ability to deal with unforeseen and challenging situations calmly and effectively ensuring risks are reduced</li> </ul>	✓  ✓  ✓ ✓  ✓	
<b>Knowledge and Understanding</b> <ul style="list-style-type: none"> <li>▪ Knowledge and understanding of external partner agencies supporting offenders and vulnerable people</li> <li>▪ Knowledge of training and employment opportunities for vulnerable people</li> <li>▪ Excellent understanding of IT systems including Microsoft packages and Customer Management Systems (CRM)</li> <li>▪ Understanding of the need for and observe confidentiality at all times</li> <li>▪ Experience of handling safeguarding issues, referrals etc</li> <li>▪ Understanding of health and safety management and risk management</li> </ul>	✓ ✓  ✓  ✓  ✓	✓
<b>Abilities and Skills</b> <ul style="list-style-type: none"> <li>▪ Ability to contribute effectively to positive team development as an integral member of the team</li> <li>▪ Ability to 'get involved' in the day to day activities of the service</li> <li>▪ Able to maintain accurate records, both electronic and written and carry out calculations to monitor budgetary spend</li> <li>▪ Good organisational skills and an ability to prioritise and manage work to deadlines</li> <li>▪ Ability to change and adapt to demands in a fast moving environment</li> <li>▪ Excellent interpersonal and communication skills</li> <li>▪ Highly motivated with the ability to work using own initiative and as part of a team</li> </ul>	✓  ✓ ✓  ✓  ✓  ✓	
<b>Behaviours</b> <ul style="list-style-type: none"> <li>▪ Sensitive to customer needs with a strong commitment to delivering high quality service</li> <li>▪ A positive approach to work</li> <li>▪ Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies</li> <li>▪ Promotion of equality of opportunity for vulnerable people and recognise and value all aspects of diversity</li> <li>▪ Ability to manage a full and varied workload effectively and remain calm under pressure</li> </ul>	✓  ✓ ✓  ✓  ✓	



<ul style="list-style-type: none"> <li>▪ Able to work with a flexible attitude on own initiative within professional boundaries</li> </ul>		
<p><b>Additional Job Requirements</b></p> <ul style="list-style-type: none"> <li>▪ Able to work at weekends and evenings as required</li> <li>▪ Ability to work across various sites in Birmingham</li> <li>▪ Enhanced DBS check</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	