



**Creative Support Ltd**  
 Head Office  
 Wellington House  
 Stockport  
 SK1 3TS

Tel: 0161 236 0829  
 Fax: 0161 237 5126  
 recruitment@creativesupport.co.uk  
 www.creativesupport.co.uk

**Mental Health Housing Navigator**  
**Bury Mental Health Floating Support Service**

**Reference: 80512**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 08 August 2024**

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

**Recruitment Department**



## **JOB DESCRIPTION – MENTAL HEALTH HOUSING NAVIGATOR**

### **Bury Mental Health Floating Support Service**



**Hours:** 37.5 hours per week full time, part time hours to be agreed (minimum 15 hours) if the candidate(s) wish to either undertake the role part time or split the role with their substantive post

**Responsible to:** Service Manager

#### **The Role:**

The purpose of this role is to work with individuals who are homeless or at risk of homelessness and also have mental health needs. This will include working with the individual, a range of mental health professionals and a number of housing providers (both social and private) to source housing or to address issues being experienced in current housing. The role will provide advice and guidance as to the range of possible housing and support options including support to locate and resettle into an independent tenancy with support from local Mental Health Floating Support Services.

The Mental Health Housing Navigator will work closely with the Homelessness & Housing Options Service and the NHS Access & Crisis Team to identify individuals who need to be referred to the service to receive specialist support.

#### **Duties:**

1. To create partnerships with housing providers including private and social landlords.
2. Acting as a point of contact for receiving and logging referrals for the service.
3. Hold groups, workshops and training to develop practical skills (e.g. developing budgets, writing a CV) and build skills around mental health management.
4. To hold drop in sessions at the service.
5. Plan peer support networks (including ring fenced safe spaces for specific peer groups).
6. To work to secure properties that meet the needs of individuals by joint working with local housing providers and mental health professionals.
7. Identify support options for individuals from all available statutory, voluntary and peer-led sources (on a referral and signposting basis).
8. Maintain records of delivery, including completing satisfaction questionnaires.
9. Support any service volunteers to develop their skills.
10. Participation in the service user steering group.
11. Make community links to create externally delivered sessions for service users.
12. Increase knowledge of housing professionals around Mental Health (including running workshops on a planned basis).

13. To undertake assessments for individuals referred to the service.
14. Develop Support Plans with clear S.M.A.R.T goals.
15. Signpost and refer individuals to any universal or specialist services required.
16. Create positive, person-centred relationships with service users and their support network.
17. Provide direct 1:1 support/practical assistance in accordance with assessed housing/wellbeing needs and support plans (including skill development).
18. Supporting service user mental health including developing tools aimed at self-management (e.g. WRAPs).
19. Providing benefit screening, benefit applications, advising of the financial implications of housing options and support for necessary financial planning/budget development (including negotiating repayment plans for debts).
20. Book individuals on to groups, workshops or drop-ins based on need, goals and ensuring sustainability of independence.
21. Complete regular reviews to establish progress and identify new outcomes/support required to achieve them.
22. Make plans for service move-on once outcomes have been achieved.
23. Undertake move-on questionnaires with individuals.

**Other Duties:**

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to your Line Manager as required.
3. To accept regular support and supervision from your Line Manager. To be a reflective practitioner, identifying and celebrating areas of expertise and development needs.
4. To carry out all work in a manner consistent with the aims of the service and the service principles adopted by Creative Support.
5. To comply with legislation and Creative Support's Equal Opportunities Policy.
6. To maintain confidentiality at all times, in accordance with both legislation and Creative Support's policies and procedures.
7. To identify personal training needs in discussion with your Line Manager and to attend training events and courses as required.
8. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
9. Any other reasonable duties as required.

**PERSON SPECIFICATION – MENTAL HEALTH HOUSING NAVIGATOR**

**Northfield, Birmingham Mental Health Services**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>2</b>	Good ICT and Communication skills, with an ability to contribute to a record keeping system	Application Form	Essential
<b>3</b>	Good interpersonal skills	Interview	Essential
<b>4</b>	Ability to work as part of a team	Interview	Essential
<b>5</b>	A good understanding of mental health needs and the concept of recovery models	Application & Interview	Essential
<b>6</b>	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
<b>7</b>	Confidence and ability to develop and facilitate therapeutic activities with groups of service users	Application & Interview	Essential
<b>8</b>	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
<b>9</b>	Ability to work without direct supervision with service users	Application & Interview	Essential
<b>10</b>	Ability to liaise in a professional manner with other agencies	Interview	Essential
<b>11</b>	An understanding of the aims, values and principles of Creative Support	Interview	Essential
<b>12</b>	Understanding of Equal Opportunities legislation and policies adopted by Creative Support	Interview	Essential
<b>13</b>	Experience of providing care, support or other services to adults with support needs	Application & Interview	Desirable
<b>14</b>	Experience of working with people with mental health needs	Application Form	Desirable
<b>15</b>	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
<b>16</b>	Willingness to work flexible hours including unsocial hours according to needs of service users	Interview	Essential
<b>17</b>	Willingness to attend training courses and events	Interview	Essential
<b>18</b>	Willing to participate in regular supervision with line manager	Interview	Essential
<b>19</b>	To have a clean driving license and access to a car	Application Form	Essential

## TERMS AND CONDITIONS – MENTAL HEALTH HOUSING NAVIGATOR

### Bury Mental Health Floating Support Services

<b>Salary:</b>	<b>Up to £14.35 per hour</b>	
	<b>Point One:</b>	£13.84 per hour
	<b>Point Two:</b>	£14.35 per hour
<b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

#### Bank Holidays

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

#### Level 2 or 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

#### Disclosure Checks

All appointments will be subject to DBS enhanced disclosure and ISA checks.

#### Probationary Period

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

#### Holidays

20 days plus 8 statutory days pro rata.

#### Hours:

Full time post (37.5 hours) or part time posts (minimum 15 hours) if the candidate(s) wish to either undertake the role part time or split the role with their substantive post – 12 month contract.

#### Sickness Policy

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support does not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory

### **Pension**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

### **Life Assurance**

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

### **Discretionary Benefits**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

### **Employee Counselling Service**

All staff, their partners and service users of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge

### **Hospital Saturday Fund**

All employees have access to a special scheme which enables use of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Service use is entirely voluntary.

### **Staff Benefits Scheme**

As a service user of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores

### **Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.