



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Moving On Tyne and Wear Navigator</b>
<b>Responsible To:</b>	Project Team Leader (Aspire Adult Employability Programmes)
<b>Salary:</b>	Grade C: Starting salary is £19,500 per annum. The band goes up to £21,000 per annum, however, this is dependent on annual performance reviews.
<b>Hours:</b>	37 hours per week, Monday-Friday. Fixed term until 31 March 2023
<b>Benefits:</b>	<p>Oasis Community Housing operates a contributory group personal pension plan and, if eligible, you will be automatically enrolled into the Oasis Trust pension scheme. Currently all staff in our pension scheme are required to contribute a minimum of 2%. The employer contribution is currently set at 7%.</p> <p>Oasis Community Housing life assurance policy, is open to all staff who earn in excess of £6000 per annum.</p> <p>25 days holiday per year, plus statutory holidays, increasing to 30 days per annum after 2 completed years' service</p>

### Job Purpose:

As a 'Moving On' Navigator, you will use your coaching and mentoring skills to help people experiencing health and other problems to move towards employment, and or to access further training opportunities. You will help them to identify their priorities, to find ways of overcoming barriers, and encourage them to identify and make the most of their unique strengths and capabilities to reach their potential. You will work with colleagues in a multi-agency partnership and ensure that people receive the right support at the right time and feel in control of their progress.

### Organisation Context:

Moving On Tyne & Wear (MOTW) is joint-funded by The National Lottery Community Fund and European Social Fund, and aims to support people with a range of complex needs across Tyne and Wear to move towards or into training and employment. Through the MOTW programme Oasis Community Housing works with people who are a long way from the job market and face health barriers to access employment, proactively working to reduce the barriers people face.

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Oasis Community Housing is a Christian charity responding to homelessness and disadvantage working with people of all faiths and none, providing housing, employability support and other specialised services. The support provided aims to develop life skills that will enable people to live successful independent lives.

Oasis Community Housing is part of the Oasis group of charities. The group includes national charities dedicated to education, housing, and campaigning against human trafficking and we work to a common vision of creating communities in which everyone can thrive and reach their God-given potential.

### **Scope of Job**

- To reach and engage new participants and encourage them to sign up for the programme
- To use your coaching and mentoring skills to support participants to identify their personal goals and priorities and develop an individual plan with SMART actions that is regularly reviewed
- To communicate effectively with both internal and external colleagues across the MOTW programme
- To work within the team, contributing to the overall programme goals and objectives
- Maintain accurate records for monitoring and recording purposes

### **Duties & Responsibilities**

- To work in a blended way, including outreach in community settings and provide face to face and remote support to participants.
- To promote the Moving on Tyne and Wear programme to eligible participants and potential referral partners and to encourage people to engage with the programme
- To be responsible for a designated case load, supporting participants to develop a personalised, recovery focussed action plan and with clear SMART goals and regular reviews
- To promote good mental and physical health and well-being and support people to access services and take part in activities that develop healthy lifestyles
- Regularly review the progress of participants using the Outcome Star Tool or a similar model
- Liaise closely with the full range of specialist partners to provide holistic support
- Promote and deliver a positive, strengths-based approach that supports participants to access resources and services to increase their employability and achieve their personal goals
- Provide Information, Advice and Guidance and support participants with job search, application / CV writing and mock interviews
- Identify and promote volunteering opportunities, as a stepping stone to employment and training
- Identify appropriate employment and training opportunities for designated participants
- Introduce participants to employers and assist participants to access placement opportunities
- Promote participants to colleges and training providers and assist in the placement of participants into further education and training
- Provide support to help participants cope with the transition into employment
- Meet agreed performance targets as set by the programme
- Promote and comply with Health & Safety and Equal Opportunities legislation, policies and procedures at all times
- Treat everyone in a courteous and professional manner
- Maintain accurate and timely records
- Integrate and share knowledge and best practice with colleagues and programme partners
- Maintain participant confidentiality at all times

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- Be prepared to work creatively and flexibly, which may occasionally include evening and weekend work to meet the needs of the participants/programme
- Work as part of a team, attend team meetings and participate in staff training and development
- Assist in the implementation of administrative and financial control systems as required by the programme including ensuring own documentation/evidence is accurate and timely
- To work as part of a wider Aspire employability team within OCH, attend team meetings and participate in staff training and development
- Work within OCH's policies and practices
- To represent the ethos of the organisation to participants and professionals
- To undertake any other reasonable duties as required by OCH

### **Communication**

- Actively contribute to a culture of positive communication
- Actively participate in departmental communications
- Maintain accurate records and effective written, verbal and digital communication

### **Creativity and Innovation**

- Willing to come up with ideas and suggestions for new ways of working that will ultimately improve overall performance and service delivery
- Receptive to new ideas put forward by managers and peers.
- Positive about change and organisational developments.

### **Contacts and Relationships**

- Positively engage with colleagues and act as advocate for the organisation.
- Demonstrate a willingness to support and help others
- Be friendly and approachable and develop positive working relationships
- Demonstrate compassion, empathy and understanding with contacts
- Treat all people with respect and dignity, dealing with them fairly and

### **Person Specification**

#### **Qualifications:**

- Relevant qualification to NVQ 3 or equivalent (essential)
- IAG Level II (minimum, essential)
- Other relevant qualifications (desirable)

#### **Knowledge and Experience:**

- Experience of working in communities and engaging people experiencing tough times (essential)
- Proven ability to build trusting relationships with people and use innovative approaches to help people persevere to reach their goals (essential)
- Demonstrable experience of working with people in a coaching/ mentoring environment (essential)
- Local knowledge of support & development agencies within the programme area (desirable)
- Employer liaison, recruitment or guidance experience within a similar environment (desirable)
- Case management experience and ability to broker support with external agencies (desirable)
- Experience of obtaining informed consent (essential)
- Experienced in recording participant progress/case records in electronic databases (essential)
- Understanding of Data Protection and GDPR requirements, data security and compliance (essential)

- Experienced in the use of ICT (Microsoft Word, Excel, PowerPoint, Databases, and use of social media and different technologies to reach and engage participants) (essential)
- Knowledge and understanding of the health barriers that may affect access to employment, training, and education (essential)
- Specialist knowledge of challenges faced by *one or more* of the following groups: people with health conditions, BAME communities, substance misuse, homelessness, offending (essential)
- Experience of working with people who have experienced substance misuse (desirable)
- Knowledge of the benefits system (essential)
- Knowledge of Safeguarding and identifying and reporting safeguarding concerns (essential)
- Knowledge of the effects of stigma and discrimination in relation to physical disability and mental ill health and of recovery in the context of mental health (desirable)
- Excellent communication and interpersonal skills (essential)
- Problem solving ability and ability to work in solution focussed ways (essential)
- Self-motivated with resilience to succeed in challenging situations (essential)
- Committed to ongoing personal learning and development (essential)

## **Competencies**

### **To succeed in this role you will be able to:**

- Manage time and resources effectively (essential)
- Develop effective working relationships and networks and inspire trust in others (essential)
- Maintain effective professional boundaries (essential)
- React calmly and professionally in a crisis and show emotional resilience (essential)
- Identify and report safeguarding concerns (essential)
- Work independently on your own initiative but also as part of a team (essential)
- Be diplomatic in difficult situations (essential)
- Be flexible and adaptable, and respond positively to ongoing change (essential)
- Have excellent communication skills (essential)
- Meet the travel requirements of the post (essential)
- Car driver and availability of car – willing to take out business insurance (desirable)

### **Motivation:**

- Non-judgmental approach to all participants (essential)
- Be committed and enthusiastic (essential)
- Be passionate about working with the people that we support to make a positive impact (essential)
- Be in sympathy with the ethos and values of Oasis Community Housing (essential)

### **Contacts and Relationships**

- Positively engage with colleagues and act as an advocate for the organisation
- Demonstrate a willingness to support and help others
- Be open and friendly with people you come into contact with, developing positive relationships
- Demonstrate compassion, empathy and understanding with contacts
- Treat all people with respect and dignity, dealing with them fairly

### **Personal development**

- To engage in supervision, training and personal development arranged through Moving on Tyne and Wear, OCH or other appropriate providers

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