

**Job Description**

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| **Job Title: Community Navigator** | |
| **Department: You Decide Team**  **Braveheart Industries** | **Date created: May 2024** |

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| **Department Description**  The You Decide Team (YDT) delivers an intermediary service of support and guidance for youths and adults at risk of involvement in violence.  Our navigators work in the community alongside those at risk to identify their preferred pathways out of their current or previous situations.  Navigators have a key role to engage with and partner with other expert specialist service providers to help to realise and achieve a positive outcome for those we work with. |

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| **Job Purpose**   * Engage with and effectively assist people with a variety of complex needs including addictions, violence, offending, homelessness etc towards either specialist services or towards a positive outcome * To provide wrap around support for young people and adults who are actively involved in violence and/or gang activity in Glasgow or those at risk of involvement. * Working with all age groups including young people to ensure their safety, reduce the risk of harm and enable them to achieve a positive destination including but not limited to, employment, education, volunteering and training. * To work with people to understand their support needs and identify potential opportunities for positive change. * To develop and maintain professional relationships with partner organisations to agree access to specialist support and other resources to aid the goals of those involved. * Identify specific areas and individuals that need referrals to specific services or individual support. * Help increase the level of support in communities to enable further changes in behaviour and sustain positive life chances. |

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| **Reporting Lines**  The line manager at appointment will be the Senior Navigator |

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| **Main Duties And Responsibilities**   1. Form strong professional relationships with the local community and specialist services, to identify groups and/or individuals who may benefit from the service. 2. Facilitate Interventions with people who are highlighted to be involved in violence and or gang activity. 3. Identify expert services who can provide specialist support for the person’s needs. 4. Support service users through community outreach, build strong trusting and respectful relationships that enable them to regain agency and control over their decisions. 5. Connect service users to existing community supports (of their choice) and support as necessary to maximise engagement. 6. Manage and support a caseload and respect service user confidentiality. 7. Work in partnership with statutory and other agencies including Police, Social work, Health, Education, and others. 8. Assist with the evaluation and development of the service model to ensure that service users gain the maximum benefit from any interventions. 9. Ensure administrative systems such as service user forms, databases and contact files are kept fully up-to-date and secure, in line with the GDPR 10. Collect and record evidence of project activity, outcomes and individual support outputs, actively participate in the evaluation of the programme. 11. Continually develop personal level of awareness and knowledge of the issues around all forms of violence and causal factors. 12. Actively research and network with other relevant organisations working in the local area. To build personal and strong partnerships with them, ensuring service is able to offer as diverse sign posting options as possible. 13. Actively participate in staff meetings, session evaluations, supervision, performance reviews and planning sessions, and to participate in the service’s development by feeding back to Line manager and governance groups on the needs of the service user group and the on-going development of the service. 14. Assist in maintaining good working relations with service’s stakeholders, project partners and with other agencies and to represent the service, Braveheart Industries and the Scottish Violence Reduction Unit at external meetings and in the media as required. 15. With guidance and support from managers and the organisation undertake continuous professional development, through attendance at courses and other educational activities, relevant to the role. 16. To work as a member of the wider team and assist as required across all the organisation’s projects 17. To assist the team in ensuring that all policies and procedures are followed and up to date, including (but not exclusively) Health and Safety, Child Protection and Equal Opportunities. 18. Any other relevant duties as required or requested by the Senior Navigators or Chief Operating Officer |

**Person Specification**

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|  | Essential | Desirable |
| Experience | * Direct experience of providing support to individuals in a person centred, empathetic and empowering manner. * Experience of working as an effective team member * Evidence a proven track record of working with people impacted by violence, trauma or tragedy. * Evidence of or willingness to develop skills in working with young people. * Ability to build and sustain relationships in a professional context. * Experience of working within a multidisciplinary team * Experience of working without direct supervision. | * Experience of working with projects that seek to address issues around violence * Experience of mediation |
| Knowledge | * An understanding of the issues faced by people involved and subjected to violent lifestyles. * An understanding of violence and its associated causal factors, through professional and personal “lived” experience * An understanding of the impacts of legal and illegal substance misuse | * A knowledge of local support organisations * Technical knowledge of homeless legislation, drug, alcohol support and mentoring. |
| Qualifications | * Educated to degree level in Youth Work, Community Work, Social Science * OR other youth work qualification for example HNC/HND in Youth Work and an SVQ3 in Youth Work * OR Comparable demonstrable experience and willingness to undertake training. * Current PVG Membership or ability to become a member. | * Mental Health First Aid * Training in Brief Motivational Interventions * A recognised formal qualification in mentoring/support work * Child protection training to at least Level 2 (further training will be provided) |

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| Personal Skills and Attributes | * Resilient and reflective practitioner, with strong work ethic * Inclusive and supportive manner in working with all groups. An ability to connect and interact with staff and service users from a range of age, gender and social backgrounds on a one to one basis within a range of contexts      * Understanding of impacts of trauma on individuals * Ability to consider risk and keep self, service users and partner organisations safe. * Maintain effective health and wellbeing practices for self and service users. * Be willing and able to work flexibly including weekends and possible overnight shifts. * Personable, reliable, consistent with well-developed verbal and non-verbal communication skills * Demonstrate a high degree of empathy and compassion. * Remain calm under pressure and able to maintain the energy required from this demanding post. * Flexible, enthusiastic, and committed. Self-motivated and committed to personal development   Non-judgmental, with a belief in people’s ability to make positive changes.   * Self-starter with ability to plan and manage own workload * Have relevant life experience & present as credible to those we wish to engage. * Candidates who’s “lived” experience includes addiction or offending must be able to demonstrate a long-term period of sustained recovery. | * Knowledge of working with women in the justice system. |
| Professional skills | * Effective time management skills and an ability to prioritise tasks and work flexibly to deadlines. * To understand and respect personal limitations and when to seek support and advice. * Ability to balance multiple priorities. * Ability to break down complex problems and advise on effective strategies to manage those. * Familiarity with commonly used IT programmes. (Word, Excel, Teams PowerPoint, Outlook.) * Excellent professional networking skills * Accurate data entry and record keeping and monitoring.   processes   * An understanding of data protection and confidentiality | * Evidence a proven track record of successfully supporting people (drugs, alcohol, mental health, employment, housing) * Current Driving License |