



HOSPITAL NAVIGATOR

Join a team that
changes lives
every day.

Supporting people in hospital
through crisis, recovery and
lasting change.



CHANGE STARTS WITH
ONE CONVERSATION

Substances Support Scotland
www.substancessupportscotland.org

Welcome to Substances Support Scotland

At Substances Support Scotland (SSS), we believe that change starts with one conversation.

Through our ASSIST service, we provide compassionate, trauma-informed support to individuals affected by alcohol and substance use who are experiencing complex challenges in their lives. We recognise that many people face multiple barriers to recovery, including homelessness, housing instability, poor mental health, social isolation, financial hardship and limited access to support.

The Hospital Navigator role is a vital part of helping people overcome these barriers. By providing practical support, advocacy and care coordination, Hospital Navigators help individuals move from crisis towards stability, improved wellbeing and meaningful change.

This is more than a job. It is an opportunity to make a genuine difference in people's lives every day.

About the Role

The Hospital Navigator forms part of the ASSIST Service and provides intensive short-term support to individuals affected by alcohol and substance use who are experiencing multiple and complex challenges.

The role focuses on engagement, stabilisation, housing and homelessness prevention, advocacy, practical support and community navigation.

Working across community, hospital and partner settings, the Hospital Navigator will support individuals to overcome barriers, access essential services and improve stability within their lives.

The Hospital Navigator will work collaboratively with statutory and third-sector partners to ensure individuals receive coordinated support and, where ongoing recovery-focused intervention is required, facilitate onward referral into Dedicated Addiction Worker support through the ASSIST pathway.



Hospital Navigator

Job Description

Responsible To: Outreach Service Coordinator

Location: A&E, Victoria Hospital, Kirkcaldy

Salary: £28,061.00 per annum

Hours: 36 Hours per Week

Contract: Fixed Term 12 months (Subject to Funding)

Job Purpose

The Hospital Navigator will provide person-centred, trauma-informed support to individuals experiencing problematic alcohol or substance use.

This role is focused on engagement, relationship building, and practical support. A significant focus of the role is supporting individuals who are homeless, threatened with homelessness, experiencing housing instability or at risk of tenancy breakdown as a result of alcohol or substance use and associated social challenges.

The Hospital Navigator will work collaboratively with statutory and third-sector partners to ensure individuals receive coordinated support and, where ongoing recovery-focused intervention is required, facilitate onward referral into Dedicated Addiction Worker support through the ASSIST pathway.

Key Responsibilities

- Build positive, trusting and professional relationships with individuals experiencing alcohol and substance-related harm.
- Undertake holistic assessments to identify immediate and longer-term support needs.
- Deliver person-centred, trauma-informed and strengths-based support.
- Support individuals to identify goals and develop practical plans that promote stability and wellbeing.
- Engage individuals who may be reluctant to access support services.
- Identify individuals who are homeless, threatened with homelessness or experiencing housing instability.
- Support individuals to access homelessness services, housing providers and accommodation options.
- Assist individuals to sustain existing tenancies and prevent avoidable homelessness.
- Support individuals to access healthcare, welfare benefits, treatment services, community resources and recovery supports.
- Advocate on behalf of individuals to ensure they receive equitable access to services and support.
- Coordinate support across multiple agencies and services.
- Identify individuals requiring ongoing recovery-focused intervention.
- Facilitate referrals into Dedicated Addiction Worker support where appropriate.
- Maintain accurate, timely and confidential records in line with organisational policies and procedures.
- Participate in regular supervision, reflective practice and team meetings.
- Engage in continuous professional development and training opportunities.

Essential Skills, Knowledge and Experience

Qualifications

- SVQ Level 3 in Health and Social Care (or equivalent recognised qualification).
- Full UK Driving Licence.
- PVG Scheme Membership or willingness to obtain membership.

Experience

- Experience supporting individuals affected by alcohol and/or substance use.
- Experience supporting individuals experiencing homelessness, housing instability or social exclusion.
- Experience working with vulnerable individuals experiencing multiple disadvantage.
- Experience delivering one-to-one support and interventions.
- Experience undertaking assessments, support planning and case management.
- Experience working within multi-agency partnerships.
- Experience advocating on behalf of vulnerable individuals.
- Experience maintaining accurate records and support documentation.

Knowledge

- Understanding of alcohol and substance-related harm.
- Understanding of trauma-informed practice.
- Understanding of person-centred and strengths-based approaches.
- Knowledge of harm reduction principles.
- Knowledge of homelessness and housing pathways.
- Understanding of recovery-oriented practice.
- Knowledge of the Scottish Government Quality Principles.
- Knowledge of the Charter of Rights for People Affected by Substance Use.

Skills

- Ability to build trusting relationships with individuals from diverse backgrounds.
- Strong advocacy and negotiation skills.
- Ability to work independently and manage a varied caseload.
- Strong organisational and time management skills.
- Ability to work effectively as part of a multidisciplinary team.
- Competent IT and digital record-keeping skills.
- Ability to remain calm, resilient and professional when working with complex situations.
- Understanding of professional boundaries, confidentiality and information sharing.
- Excellent communication and interpersonal skills.
- Understanding of Adult Support and Protection responsibilities.

Desirable Skills and Experience

Experience

- Experience delivering outreach or community-based services.
- Experience working within recovery communities.
- Experience supervising volunteers.
- Experience contributing to service development initiatives.

Training

- Alcohol Brief Intervention (ABI)
 - Drug Brief Intervention (DBI)
 - Applied Suicide Intervention Skills Training (ASIST)
 - Scottish Mental Health First Aid (SMHFA)
 - Trauma-Informed Practice Training
 - Naloxone Training
 - Motivational Interviewing
 - Suicide Prevention Training
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What We're Looking For

We are looking for someone who genuinely enjoys working with people and believes in the potential for change.

The ideal candidate will be:

- Compassionate and approachable.
- Motivated and proactive.
- Confident engaging with people from all walks of life.
- Flexible and adaptable.
- Solution-focused and resilient.
- Passionate about reducing stigma and improving lives.
- Committed to supporting people with dignity, respect and empathy.

Why Join SSS?

At SSS, our people are our greatest asset.

When you join our team, you will become part of an organisation that is committed to improving lives, supporting communities and driving positive change across Scotland.

We offer:

- A supportive and inclusive working environment.
 - Comprehensive induction and onboarding.
 - Ongoing training and professional development opportunities.
 - Regular supervision and reflective practice.
 - Opportunities to contribute to service development and innovation.
 - The chance to make a genuine difference every day.
 - 40 days annual leave.
 - In-house promotion policy for growth within the organisation.
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Our Vision

Substances Support Scotland aims to improve the quality of life of people affected by alcohol-related problems, substance use or adverse health and social wellbeing.

Our Mission

Through equitable, accessible Scotland-wide services, we provide information, early intervention, psychosocial support, counselling and recovery support for individuals and families affected by alcohol-related problems, substance use or adverse health and social wellbeing.

Our Values

- **Compassion** - We treat everyone with dignity, respect and empathy.
- **Integrity** - We act with honesty, transparency and professionalism.
- **Inclusivity** - We welcome and support people from all backgrounds.
- **Collaboration** - We work together to achieve better outcomes.
- **Innovation** - We embrace new ideas and approaches that improve lives.
- **Accountability** - We are committed to delivering meaningful and measurable impact.

