



Job Description

Directorate	Place
Service	Housing Needs Team

Post details	
Job title	Rough Sleeping Navigator
Grade	G6
Location of work	Warrington Town Centre
Directly responsible to	Senior Housing Needs Officer (Tenancy & Support)
Directly responsible for	No staffing responsibilities
Hours of duty	37 hours
Primary purpose and scope of the job	
<ol style="list-style-type: none">1. To prevent rough sleeping in Warrington and provide proactive, person-centred support to individuals who are currently rough sleeping.2. The Navigator will work intensively with individuals to help them access safe and sustainable accommodation, reduce repeat homelessness, and improve overall wellbeing.3. The role includes outreach, advocacy, multi-agency coordination, and oversight of emergency accommodation and budget resources.	
Working Relationships	
<ul style="list-style-type: none">• Statutory partners including social care, police, probation• Support services and charitable organisations• Social, Private and Supported housing providers	

Key Tasks and Responsibilities

Outreach & Engagement

4. Provide direct outreach services to individuals sleeping rough across Warrington.
5. Conduct early morning walks in the town centre and known rough sleeping hotspots (e.g., parks, underpasses).
6. Respond to reports of rough sleeping via StreetLink and other referral pathways.
7. Act as a single point of contact and advocate for individuals, supporting them to access services and interventions.

Support for Individuals with Complex Needs

8. Work with individuals experiencing multiple and complex needs, including housing instability, substance misuse, offending behaviour, mental health and physical health issues.
9. Review and assess the needs of individuals with alcohol or drug problems in a variety of settings.
10. Support individuals to improve general health (e.g., dietary needs, personal hygiene) and social situations (e.g., housing, benefits, budgeting, community access).
11. Work to remove structural and social barriers to accessing treatment and recovery services.

Casework & Support

12. Assess homeless applications under Part VII of the Housing Act 1996 (as amended), the Homeless Act 2002, and the Homeless Reduction Act 2017 for a small caseload of individuals who are experiencing rough sleeping.
13. Create and maintain Personalised Housing Plans (PHPs), ensuring regular contact with clients and updates to plans for those where a homelessness duty has been accepted.
14. Maintain accurate, confidential, and detailed case records using the Locata HPA & HRS systems.
15. Develop and implement clear move-on plans for all individuals supported.
16. Produce relevant documents and reports to support casework and service delivery.

Emergency Night Hub Oversight

17. Manage referrals into the Emergency Night Hub via Locata HRS.
18. Oversee rebooking processes and attend the Night Hub each morning to monitor attendance and address any behavioural issues.
19. Ensure all Night Hub users have a clear and achievable pathway out of rough sleeping.

Multi-Agency Coordination

20. Lead and oversee the Rough Sleeping Prevention Action Group, a multi-agency partnership focused on coordinating responses to rough sleeping across the borough.
21. Attend and contribute to meetings with colleagues and external partners.
22. Ensure that all individuals experiencing rough sleeping have access to the services they need through collaborative working and information sharing.

Budget Management

23. Oversee the Rough Sleeping Outreach Budget, using it to create personalised budgets for individuals where appropriate.

24. Use the budget flexibly to remove barriers to accommodation and support sustainable outcomes for those at risk of or currently rough sleeping.

Service Development

25. Work with colleagues to continuously develop and improve services delivered to rough sleepers.

26. Provide high-quality information and referrals to relevant services outside of the Council's provision.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Andrew Marsden
Role	Housing Needs Manager
Date	08/12/2025