

Rough Sleeper Navigator – 12 months fixed term

Service:
Housing

Salary:
£37563 - £44,253 per annum

Location:
Honiton / Flexible working

Position type:
12 months fixed term

Working pattern:
Full time – 37 hours per week

Closing date:
Sunday 15 November 2026, at midnight

Interview date:
Week commencing 23 November 2026

Job reference:
ED010162F

disability confident EMPLOYER

MINDFUL EMPLOYER

For a different format or language phone 01404 515616 or email jobs@eastdevon.gov.uk

Rough Sleeper Navigator

Fixed Term 12 months

£37,563 to £44,253 per annum

Full time (37 hours pw) with a range of flexibilities, including hybrid working, aligned to our Worksmart arrangements.

Location – Blackdown House, Honiton/Flexible working

About the role

As a Rough Sleeper Navigator, you will play a pivotal role in supporting individuals experiencing rough sleeping to secure and sustain accommodation.
You will specialise in providing wrap around support to clients residing in interim accommodation and those transitioning into settled housing to ensure they sustain their accommodation, whilst also supporting the rest of the team with assessments and outreach.
You will manage a diverse caseload, working independently to assess needs, and provide tailored, person-centred support whilst also liaising with partner agencies to develop effective pathways away from homelessness.

About you

We are seeking a passionate, motivated individual with a positive, solution-focused approach and a genuine commitment to supporting vulnerable people.
You will possess excellent communication and interpersonal skills, with the ability to effectively engage and build trust with individuals using a trauma informed approach.
Highly organised and proactive, you will be committed to achieving positive outcomes for clients and willing to go the extra mile to support them.
Resilience, determination, and the ability to remain calm and professional when managing high risk and challenging situations are essential.
The ability to travel according to the needs of the role, with reasonable adjustments according to the Equality Act if required, is essential.

Why Join Us?

At East Devon District Council, our people are at the heart of everything we do. Through our **One Team East Devon** approach, we work together across services to deliver the best outcomes for our communities.

Guided by our **We Connect, Grow, Thrive** employee offer, we're committed to creating a workplace where people feel connected, supported to develop, and able to thrive. With a strong focus on wellbeing, flexibility, inclusion and learning, this is an exciting time to join us and help shape the future of local government in Devon.

What We Offer

- Competitive salary and Local Government Pension Scheme
- Flexible and hybrid working opportunities
- Generous annual leave entitlement

- Learning and development opportunities
- Health and wellbeing support
- A supportive and inclusive working environment

To apply

Apply online, please visit https://jobs.eastdevon.gov.uk/. For more about working for East Devon District Council visit https://eastdevon.gov.uk/careers/working-at-eddc/about-us/

For an informal discussion, please contact Danielle Furzey, Housing Options Manager via email Danielle.furzey@eastdevon.gov.uk

Closing date: Midnight on Sunday 15th November 2026 with in person interviews at our offices in Honiton planned w/c Monday 23rd November 2026.

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Post title and number:	Rough Sleeper Navigator
Service:	Housing Strategy & Operations
Team:	Housing Options
Grade:	4
Responsible to:	Housing Options Manager
Responsible for:	No supervisory responsibility

Our guiding principles and values

Our guiding principles and values underpin everything we do. They set out how we will go about our day to day work. We will:

- promote equal access and inclusivity
- consult and engage with our communities
- promote the health and well-being of our residents and colleagues
- deliver quality, accessible services – a great service, first time and every time
- be open, clear and transparent
- treat others and their opinions with respect at all times
- work towards reducing our carbon footprint and enhancing our environment

operate as one council team

Service purpose:

Providing the right home to the right person.

Job purpose:

To play a pivotal role in the prevention of rough sleeping, and supporting individuals experiencing rough sleeping to secure and sustain settled accommodation to move away from the street in line with the Government's Rough Sleeping Programme.

Core accountabilities:

1. Lead on providing wrap around support to clients residing in interim accommodation, and those transitioning into settled housing to enable sustainment of accommodation, for up to six months.

2. Provide wrap around support for Housing First placements.

3. Provide solution focussed, tailored, person centred support to help people rough sleeping move away from the street and sustain settled accommodation.

4. Promote close partnership working to ensure holistic signposting and support and develop effective pathways away from homelessness.

5. Work proactively to reduce harm, promote engagement and wellbeing and support individuals to achieve sustainable long-term change.

6. Empower clients to develop the skills, relationships and resilience needed to achieve sustainable independence.

7. Carry out Full Housing Assessments and provide advice and assistance to secure settled housing.

8. Manage a caseload of complex clients, whilst striving for positive outcomes and ensuring compliance with the Homeless Reduction Act 2017, including writing and issuing statutory s184 decision letters and Personalised Housing Plans.

9. Support the team to carry out proactive outreach sessions, often outside of usual office hours, to verify, engage and welfare check people sleeping rough when required.

10. Make sure that the Housing Options team offers a customer focused service using systems thinking principles.

11. Support the Council's approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.

12. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.

13. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.

14. Evaluate and assist in managing risk within the service.

PERSON SPECIFICATION – Rough Sleeper Navigator

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ Good all round education to GCSE level including Maths and English (or equivalent or proven relevant training/experience)	E	Application form
	▪ Relevant housing qualification.	D	Application form
Knowledge	▪ An understanding of current issues in local government.	D	Application form/interview
	▪ Knowledge of the Homelessness Reduction Act 2017	D	Application form/interview
	▪ An understanding of the Devon Home Choice system.	D	Application form/interview
	▪ Awareness of the local housing market and housing providers.	D	Application form/interview
	▪ Knowledge of local statutory and voluntary agencies.	D	Application form/interview
Skills and abilities	▪ Accuracy and attention to detail, particularly when working to tight deadlines and managing conflicting priorities.	E	Application form/work based test
	▪ Able to work under pressure.	E	Application form/interview
	▪ Have excellent organisational skills.	E	Application form/interview
	▪ Ability to work on own initiative and as part of a team.	E	Application form/interview
	▪ Well developed interpersonal skills.	E	Application form/interview
	▪ Ability to be innovative and creative when identifying ways to prevent homelessness.	E	Application form/interview
	▪ Ability to write clear and concise reports and letters etc.	E	Application form/work based test
	▪ Excellent communication skills, including listening, oral and written.	E	Application form/interview

	▪ Competent with ICT packages including Microsoft Office. ▪ Analytical, negotiating and mediation skills. ▪ Ability to build good strong working relationships ▪ Resilience and able to deal with challenging situations. ▪ Ability to be diplomatic, tactful, friendly and empathetic.	E E E E E	Application form/work based test Application form/interview Application form/interview Application form/interview Application form/interview
EDDC behaviours	▪ **Simplicity in communication:** ▪ You change your communication style to best meet the needs of the audience and regularly check there is mutual understanding. ▪ You communicate relevant information regularly and effectively. ▪ **Systems thinking and excellence in service delivery:** ▪ You understand who your customers are and what matters to them. ▪ You are willing to go the extra mile for customers and act on their feedback. ▪ **Trust and respect:** ▪ You take the time to build effective relationships with customers, stakeholders, colleagues and partners. ▪ You are respectful and considerate. ▪ **Accountability:** ▪ You take personal responsibility for delivering services. ▪ You use your initiative to solve problems and inform others when you are aware of potential issues. ▪ You plan your own time and workload to meet your objectives. ▪ **Working together:** ▪ You celebrate the successes of others and help to create a positive team spirit. ▪ You encourage working together	E E E E	Application form/interview Application form/interview Application form/interview Application form/interview

	for the benefit of customers ▪ **Excellence in leadership:** ▪ You respect colleagues, partners, members and customers and treat people according to their needs. ▪ You are driven to achieve results	 E	 Application form/interview
Successful experience in	▪ Experience of working in partnership with a range of statutory and voluntary agencies. ▪ Previous housing advice and homelessness experience, with an understanding of the needs of rough sleepers.	E D	Application form/interview Application form/interview
Special requirements & employee screening checks required for successful applicant	▪ A valid driving licence and own car are essential (reasonable adjustments may be possible according to the Equality Act). ▪ Right to work in the UK ▪ Check of qualifications essential to the Job ▪ References ▪ Enhanced DBS Disclosure	E E E E E	Interview/ driving licence check Identity Check Original Certificates Reference enquiries Criminal Record Check

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

JOB TITLE: Rough Sleeper Navigator (Fixed Term)
SERVICE: Housing

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	**Seldom or never**	**Level 4**	**Regular (2-3 times per week)**
Level 2	**Occasionally (once a month)**	**Level 5**	**Daily**
Level 3	**Fairly regularly (1 per week)**		

Potential Risks / Hazards / Exposures	Level of Frequency
Computer Use	**5**
Driving (Car)	**4**
Driving (HGV / LGV)	**1**
Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)	**1**
Prolonged sitting / standing	**5**
Exertion (other than lifting)	**1**
Lifting	**2**
Manual handling / repetitive movement (bending, twisting, reaching)	**1**
Customer contact / Working with the public	**5**
Face to face contact with abusive customers	**5**
Lone working	**4**
[1]Night working (3 hours or more between 11pm and 6am)	**1**
Shift working (rotational)	**1**
Use of chemical and/or skin irritants	**1**
[2]Head phone use / auditory performance / noise	**1**
[3]Hand arm and/or use of machinery vibration / noise	**1**
Outside working / inclement weather / sun	**3**
Working at height: ▪ short durations (step ladders / other access equipment) ▪ roofs / scaffolds / mobile elevating work platforms	**1**
Working in confined spaces	**1**
Bodily fluids	**1**
Infectious diseases	**1**
Asbestos	**1**
[4]Dust / fumes / vapours	**1**
Working with animals	**1**
Other – Specify	

The document was reviewed by Housing Options Manager October 2026

[1] Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

[2] Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

[3] Any post identified in levels 2-5 will require a hand arm vibration screening test

[4] Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)