Navigator (X2)

Job Description and Person Specification

Organisation: Shekinah
Job Title: Navigator
Location: Plymouth
Hours: 37.5 hours per week
Salary: £27,495
Contract: Permanent
Responsible to: Head of Operations

About Shekinah

At Shekinah, we believe that everyone deserves the opportunity to live a safe, connected, and flourishing life.

We work alongside people facing homelessness, poverty, trauma, poor mental and physical health, substance use, social isolation, and exclusion. Our work is rooted in compassion, dignity, partnership, and the belief that lasting change grows through relationships.

We do not simply provide services. We create spaces where people feel welcomed, valued, and able to reconnect with their strengths, aspirations, and communities.

Purpose of the Role

As a Navigator, you will provide relationship-based support to people experiencing multiple disadvantage and the effects of trauma.

Working alongside individuals and partner agencies, you will help people build safety, stability, confidence, and connection. You will support people to identify goals that matter to them, overcome barriers, and access the services, resources and opportunities that improve wellbeing and quality of life.

A key part of the role meeting people where they are, including those sleeping rough or disconnected from services. Through regular, purposeful contact, you will build trust, respond to immediate needs, and create safe, supported routes into accommodation, health, welfare, and wider community support.

You will act as a consistent and trusted point of contact, helping people navigate complex systems while ensuring support remains person-centred, strengths-based and trauma-informed.

At the heart of this role is a simple but powerful belief: the relationship is the intervention.

What Makes This Role Different?

This is not primarily a referral-management or case-management role.

The Navigator works alongside people over time, helping to rebuild trust, navigate services, strengthen support networks, and create the conditions for lasting change. The role bridges organisational boundaries; bringing together services, opportunities and relationships to help people achieve greater stability, independence, and wellbeing.

What Success Looks Like

Success in this role is not measured solely by referrals, appointments, or outputs.

Success might include:

- A person engaging with support after a long period of disengagement.
- Someone feeling safe enough to talk openly about their experiences.
- Developing strategies to manage distress and improve wellbeing.
- Accessing healthcare, housing or specialist services that were previously difficult to engage with.
- Improved communication and collaboration between services.
- Growing confidence, independence and self-belief.
- Reconnecting with hopes, aspirations and personal strengths.

These outcomes often begin with trust, consistency and human connection.

Key Responsibilities

1. Relationship-Based Support

- Build trusting, respectful and consistent relationships with people accessing the service.
- Take time to understand each person's experiences, strengths, aspirations and priorities.
- Provide compassionate, reliable and emotionally intelligent support.
- Recognise that trust takes time, particularly where people have experienced trauma, discrimination or negative experiences of services.
- Support people to recognise and build upon their strengths, resilience and capacity for change.
- Maintain appropriate professional boundaries while developing authentic working relationships.

2. Trauma-Informed and Person-Centred Practice

- Deliver support that is person-centred, strengths-based, and trauma-informed.
- Create environments and relationships that promote safety, trust, choice, and collaboration.
- Understand and respond appropriately to the impact of trauma on wellbeing, behaviour and engagement.
- Work collaboratively with people to define and achieve their own goals.
- Work at the individual's pace, recognising that progress is often non-linear.
- Support the development of coping strategies, emotional regulation and self-management skills.
- Provide harm-reduction support where appropriate.
- Encourage informed decision-making, independence and personal agency.

3. Navigation and Advocacy

- Act as a consistent point of contact for people accessing support.
- Help individuals understand, access and engage with relevant services.
- Support people to navigate health, mental health, housing, substance use, welfare and social care systems.
- Accompany individuals to appointments where appropriate.
- Advocate for individuals' rights, needs and preferences.
- Support people to participate fully in decisions affecting their lives.
- Identify barriers to support and work creatively with partner agencies to overcome them.
- Promote independence whilst providing practical assistance where needed.

4. Partnership Working

- Develop and maintain effective relationships with statutory and voluntary-sector partners.
- Work proactively with partner organisations to remove barriers and improve access to support.
- Participate in multi-agency meetings, reviews, and coordinated support planning.
- Ensure the voice and aspirations of individuals remain central to decision-making.
- Contribute to effective communication and collaboration between services.
- Represent Shekinah positively and professionally in all partnership settings.

5. Safeguarding and Risk Management

- Identify and respond appropriately to safeguarding concerns.
- Work in accordance with Shekinah's safeguarding, confidentiality, lone-working, and risk-management procedures.
- Recognise and respond to risks associated with abuse, exploitation, violence, self-neglect, emotional distress, and substance use.
- Undertake risk assessments and contribute to safety planning.
- Escalate concerns appropriately while maintaining a person-centred approach.
- Promote wellbeing, personal safety, and informed risk management.

6. Recording and Administration

- Maintain accurate, timely, and proportionate case records.
- Complete assessments, support plans, reviews, and outcome monitoring documentation.
- Ensure records comply with organisational requirements and GDPR standards.
- Contribute to service reporting and performance monitoring.
- Manage administrative responsibilities associated with the role.

7. Professional Practice

- Participate in supervision, reflective practice, training, and team meetings.
- Demonstrate self-awareness, professional curiosity, and reflective practice.
- Recognise the emotional impact of working with complex situations and seek support appropriately.

- Maintain confidentiality and professional standards at all times.
- Contribute positively to a team culture aligned with Shekinah's values.

Person Specification

Essential Experience and Knowledge

- Experience of supporting people experiencing disadvantage, adversity, trauma or multiple and complex needs.
- Experience of building effective relationships with people who may find services difficult to engage with.
- Understanding of trauma and its impact on individuals, behaviour, and relationships.
- Experience of advocacy and person-centred support planning.
- Knowledge of safeguarding principles and professional boundaries.
- Experience of collaborative working with partner agencies or professionals.
- Understanding of equality, diversity, and inclusion.
- Strong communication, interpersonal, and organisational skills.
- Ability to manage competing priorities and maintain accurate records.
- Ability to work independently and as part of a team.

Essential Skills and Attributes

- Compassionate, respectful, and non-judgemental approach.
- Strong relationship-building and communication skills.
- Ability to engage and motivate people experiencing significant challenges.
- Emotional resilience, reflective practice and self-awareness.
- Ability to advocate effectively whilst maintaining positive professional relationships.
- Commitment to person-centred, strengths-based practice.
- Ability to maintain clear professional boundaries.
- Strong organisation and time-management skills.
- Commitment to Shekinah's values and mission.

Desirable

- Experience of supporting people affected by trauma, exclusion, violence or exploitation.
- Experience within homelessness, mental health, substance use, health or social care services.
- Knowledge of trauma stabilisation, emotional regulation, or recovery-focused approaches.
- Experience of multi-agency partnership working.
- Relevant qualification in social care, community work, counselling, health, psychology or a related field.
- Understanding of psychologically informed environments and trauma-responsive practice.

Additional Requirements

- Ability to travel across Plymouth and surrounding areas as required.
- Ability to work flexibly to meet service needs.
- Commitment to continuous personal and professional development.

Equality Statement

Shekinah is committed to creating an inclusive workplace and welcomes applications from people from diverse backgrounds, including those with relevant lived experience.