



Empowering people experiencing multiple barriers to achieve positive change

Job Description

Title of post:	Navigator – (Bridge-Ways)
Location:	Salem Street, Bradford
Responsible to:	Service Manager
Hours of Work:	37.5 hours, Monday – Friday 9.00 am – 5.00 pm. The postholder is expected to work flexibly around the needs of the individuals we support, and this may include occasional early starts or evenings.
Salary:	SCP 18, £30,760 per annum
Contract:	Fixed term until 31 March 2029

The Service and Role Purpose

Bridge-way is a newly established, trauma-informed service. Its main aim is to reduce prison recalls and improve resettlement outcomes for people leaving custody who present with multiple needs, sometimes described as complex needs.

The service works intensively with those at elevated risk of recall, especially individuals facing housing insecurity. Through early engagement before release, the navigator will form meaningful connections with beneficiaries (via online meetings and possibly face to face meetings) to support beneficiaries to make informed decisions about their transition from prison.

The overall goal is to prevent unnecessary recalls by focusing on the following key areas:

1. **Early engagement with people in custody:** Providing support to individuals prior to release, building relationships, identifying potential risks, and assessing housing and support needs.
2. **Intensive, person-centred navigation:** Establishing trust and working closely with individuals as they move from custody to the community. This includes offering both practical and emotional support, securing emergency or approved accommodation, assisting individuals to understand and comply with licence conditions, providing daily outreach post-release, and advocating at appointments with Housing Options, health services, and other partners.

3. **Activate and sustain housing pathways:** Collaborating directly with local authorities, CAS3 placements, hostels, and private landlords. The role involves preparing specialist risk and needs assessments to support housing applications, delivering ongoing intensive support to prevent tenancy breakdowns, and helping individuals transition from emergency arrangements to longer-term, sustainable housing.
4. **Coordinate multi-agency support:** Serving as the primary link between the individual and wider services within Bradford, ensuring a holistic and joined-up approach to support.
5. **Contribute to system learning and service improvement:** Playing an active role in gathering information via digital systems to track outcomes and participating in panels and multi-agency reviews as required.

Candidate Profile

The ideal candidate for the Navigator (Bridge-Ways) position will be passionate about supporting individuals facing multiple and complex barriers as they transition from custody back into the community.

- You will demonstrate a strong commitment to trauma-informed practice and have proven experience in working with people experiencing heightened vulnerability, particularly those at risk of prison recall and housing insecurity.
- Your background will include providing intensive, person-centred support that empowers individuals to make positive, informed choices about their future. You will be adept at building meaningful connections, fostering trust and engagement prior to release and throughout the resettlement process. Experience in navigating multi-agency systems and collaborating with local authorities, housing providers, and health services is essential.
- You will possess strong advocacy skills, be persistent in helping service users access the support they need and have a proactive approach to identifying and addressing risks. The successful candidate will be comfortable preparing specialist risk and needs assessments, supporting housing applications, and assisting individuals attend meetings with service providers to meet their health, social and safeguarding needs.
- A deep understanding of the criminal justice system, will be highly valued. You are motivated to drive positive change, believe in the capacity for meaningful transformation, and are committed to maintaining accurate digital records for evaluation and service development.
- As part of a newly established team, you will bring enthusiasm, resilience, and a collaborative spirit, ensuring a holistic, joined-up approach that supports people to build safer, healthier, and more independent lives.
- You must have access to a reliable car, hold appropriate business car insurance, and be willing to use your car to transport people you support to appointments and meetings as needed. This not only supports trust and inclusion but is essential for ensuring individuals can reach crucial

services and supports in the community, particularly in situations where public transport may not be suitable or available.

Key Duties and Responsibilities

- Manage a small caseload with daily intensive support.
- Develop and update person-centred, multi-agency support plans, collaborating with individuals, agencies, and support networks.
- Provide assertive, persistent advocacy to help individuals access services and achieve personal goals.
- Gradually reduce support intensity as independence is sustained.
- Regularly review barriers and triggers, planning exits with aftercare
- Engage users in meaningful activities and maintain accurate records for evaluation and funding.
- Assess and therapeutically address risk, including individuals not engaged with services.
- Build trust with users and partner organisations.
- Make recommendations to improve standards, attend required meetings, and apply reflective practice.
- Participate in ongoing personal and professional development and utilise supervision structures.
- Recognise and discuss personal limitations and undertake any additional duties as assigned.
- Be willing to use your vehicle to transport people you support to appointments where needed (expenses reimbursed).

Person Specification	Essential	Desirable
Qualifications	• Qualified to Social Care Level 3 or equivalent or qualified through appropriate life or job experience. • Within the last 5 years at least two years' experience of working with people experiencing either criminal justice, homelessness, drug/ alcohol use, re-offending behaviour or mental ill-health needs. • Experience of working with and managing risk in a trauma informed way. • Previous experience of working within a partnership environment or with other agencies.	• Personal experience of social exclusion or recovery. • Experience of lone working and personal safety.
Knowledge	• Demonstrate an understanding of the needs of chronically excluded and vulnerable people. • Knowledge of the range of services available for people with multiple and complex needs. • Knowledge of relevant practice in relation to safeguarding vulnerable groups, including children. • Knowledge of the criminal justice services • Excellent interpersonal skills and the ability to communicate clearly and concisely at all levels (both orally and in writing)	• Knowledge of causes and effects related to social inclusion and the barriers that can prevent access. • Understanding of Trauma Informed Care approaches
Knowledge and Skills	• IT literate i.e. able to use Microsoft Office packages including Word and Outlook. • Willingness to work flexibly in terms of hours, including out of office hours. • Committed to own professional development. • Willingness to keep abreast of relevant professional developments and to undertake training for the post. • The post-holder must adhere to Bridge	

Person Specification	Essential	Desirable
	Policies/Guidelines in force within the organisation. • Willingness to contribute to the training and development of others. • Willingness to work within a performance managed environment and contribute to performance reporting. • Willingness to undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional/personal development. • Conform to standards of dress, which reflects a professional service. • Skilled at preparing reports and letters and maintaining a care record to a high professional standard.	
Other attributes	• Demonstrates an anti-stigma approach towards individuals with lived experience of criminal justice systems, substance use or related challenges, treating all beneficiaries with respect and empathy. Willingness to work flexibly. • Committed to own professional development. • Full driving licence and access to own transport. • Willing to use own transport to support beneficiaries (expenses reimbursed) • Has strong Professional Boundaries	

Key Behaviours	Works Proactively Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	Leads Change & Improves Performance Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.
	Demonstrates Creativity & Innovation Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	Client & Customer Focused Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences).
	Influences Others & Communicates Effectively Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	Applies & Shares Expert Knowledge Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	Works Collaboratively with Others Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	Values & Respects Others Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.