



New Communities Navigator

Hours:	40 hours per week (to include some half-day Saturdays, some early mornings, some evenings)
Contract:	September 2026 – March 2029
Salary:	Scale 6, pt 19. £27,976 p/a
Location:	Outreach, off site and Booth Centre

Role Overview: Role Overview

We are looking for two proactive, compassionate and skilled Navigators to join our New Communities Support Service. This innovative service is designed to prevent and reduce homelessness among migrant and refugee communities through early intervention, outreach, tailored support and strong partnership working.

The Navigators will play a key role in delivering a coordinated, person-centred support pathway that identifies and addresses risks of homelessness at the earliest opportunity, helping individuals to achieve sustainable housing outcomes and improved wellbeing. Building on our existing Community Hub activity and Manchester City Council-funded Early and Extra Help work, the service will provide accessible support with minimal barriers to engagement and no requirement for formal referral.

Working in an outreach capacity across Greater Manchester, the Navigators will engage with people experiencing homelessness, rough sleeping or housing insecurity, including those who may be hidden from traditional services and require intensive, creative and often complex support. They will work alongside individuals to understand their circumstances, navigate immigration-related barriers, access housing options, and connect with statutory, voluntary, community and specialist services.

This is primarily a community-engagement role, with a significant proportion of time spent building trusted relationships to support people towards the outcomes they desire, representing the Booth Centre within communities and working collaboratively with partner organisations to improve outcomes for people navigating both homelessness and the immigration system.

Our Agreed Behaviours & A Little About Us

We live our values and act within our agreed behaviours, which we co-produced as a team, providing a warm welcome, a sense of belonging, and a place to find purpose and thrive.

Our trauma-responsive service includes volunteering opportunities, creative projects, sports programmes, training, and employment support. We also help people access emergency accommodation, secure permanent housing, and connect with any services they may need.

The Booth Centre is an award-winning, nationally recognised community and beacon of best practice, delivering co-produced, partnership-based ways of working adopted by partner agencies. We create thriving communities together.

Agreed Behaviours	Compassion	Dedication	Integrity	Respect	Kindness
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	Sense of Fun	Supportive	Cheerleading for one another	Openness	Non-judgmental
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Job Description	
Tasks specific to role	▪ Deliver outreach across Greater Manchester, engaging with migrants and refugees who are homeless, at risk of homelessness, or experiencing rough sleeping, including hidden rough sleeping. ▪ Develop trusting, strengths-based relationships with individuals, undertaking assessments and co-producing support plans that reflect their needs, strengths and aspirations. ▪ Provide person-centred support, helping individuals to understand their rights, options and entitlements, navigate complex immigration and housing systems, and access appropriate services and opportunities. ▪ Build an understanding of individuals' immigration circumstances and eligibility, and the impact these may have on housing, support and wellbeing outcomes. ▪ Support early intervention and homelessness prevention activity, working alongside individuals experiencing complex needs and long-term or recurrent rough sleeping. ▪ Advocate on behalf of individuals and work collaboratively with statutory agencies, housing providers, voluntary organisations and community groups to coordinate support and achieve positive outcomes. ▪ Contribute to the identification of emerging trends, unmet need and barriers affecting migrant and refugee communities, helping to inform service development and continuous improvement. ▪ Maintain accurate and timely case records, monitoring information and outcome data in line with organisational requirements. ▪ Promote safeguarding, wellbeing and inclusion in all aspects of service delivery, managing risk and challenging situations safely and professionally. ▪ Represent the Booth Centre positively at meetings, events and partnership forums as required. ▪ Work safely and effectively whilst lone working and undertaking community-based outreach, adhering to agreed policies, procedures and practice standards.

Person Specification
We are seeking flexible, resilient, and values-driven practitioners who are passionate about preventing homelessness and supporting people facing complex barriers and motivated by achieving positive outcomes for individuals who may have limited access to mainstream support. The successful candidates will be able to demonstrate: • A strong understanding of homelessness, migration and the barriers navigating housing, support and immigration systems. • Ability to build trusting, professional relationships with individuals experiencing complex circumstances. • Experience providing person-centred support that empowers people to achieve their goals and make informed decisions. • Strong communication, advocacy and problem-solving skills. • Ability to manage a varied caseload and prioritise effectively. • Experience working collaboratively with statutory services, voluntary organisations and community groups. • A detailed understanding of safeguarding, professional boundaries, and risk management.

- Ability to work independently, exercise sound judgement and remain calm under pressure.
- A commitment to equality, inclusion and the Booth Centre's values and agreed behaviours.

Essential Skills

- Knowledge of homelessness and the factors that can contribute to housing insecurity.
- Understanding of migration, immigration or asylum-related issues and their impact on access to housing and support.
- Strong interpersonal, engagement and relationship-building skills.
- Ability to undertake outreach and engage people who may be reluctant to access services.
- Strong advocacy and problem-solving skills.
- Ability to manage challenging situations confidently, professionally and safely.
- Good written and verbal communication skills, including record keeping and report writing.
- Ability to work effectively both independently and as part of a team.
- Competent IT and case management skills.

Essential Experience

- Experience supporting people experiencing homelessness, housing insecurity or social exclusion.
- Experience working with people facing complex barriers or multiple disadvantage.
- Experience developing and maintaining positive working relationships with partner organisations.
- Experience managing a caseload and supporting individuals to achieve agreed outcomes.

Desired Experience/Certifications

- Experience working with migrant, refugee or asylum-seeking communities.
- Outreach or community-based support experience.
- Knowledge of housing legislation, homelessness pathways or immigration-related eligibility frameworks.
- Experience lone working.
- Safeguarding training and awareness.
- Trauma-informed practice training.

How to Apply:

We are committed to equality, diversity, and inclusion and welcome applications from the whole community. To apply, please send an expression of interest addressing all items in the Person Specification, along with your CV, to abdalah@boothcentre.org.uk

Interview Process:

Interview questions will be shared with candidates in advance. Interviews will be conducted by a panel of three people to help ensure a fair and balanced assessment. We aim to notify applicants of interview outcomes as promptly as possible. Feedback will be offered to unsuccessful candidates where capacity allows. We are committed to providing a supportive and respectful experience for everyone taking part in the recruitment process.

Closing date:

Note: Though we have tried to be thorough, no job description can cover every issue which may arise within a post.