

Housing Navigator

Be part of something that changes lives - including yours



YMCA DERBYSHIRE

Job Description

Key Details

Salary: £26,095.80 - £26,189.80 pa

Hours: Full Time – 35 hours per week (including evenings, weekends & bank holidays)

Location: Campus 770 London Road, Derby

For an informal chat please contact: Wayne Exton on 07566 792 575

The Role In A Nutshell

You'll be the steady, trusted presence for people living in our supported housing — helping them move from simply having a place to stay, to building the confidence, skills and independence to truly live well in their own home.

You will use Advantaged Thinking approach to spot strengths, nurture potential, and help young people take meaningful steps towards independence, while ensuring homes are safe, tenancies are well managed, and standards remain high.

You'll be part of a compassionate, professional team that balances people-focused support with excellent housing practice — empowering people to thrive while keeping services compliant, safe, and effective.

What You'll Be Doing

- Working as part of our housing team to create safe homes, strong tenancies, and real opportunities for growth.
- Building supportive, trusting relationships with people living in our supported housing, including those who may have experienced trauma or are at risk.
- Using an Advantaged Thinking approach to help people recognise and build on their strengths, talents and goals

Tel: 01332 579 550

Email: enquiries@ymcaderbyshire.org.uk

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YMCA Derbyshire: Registered office 770 London Road, Derby, DE24 8UT. Registered in England no. 03061837. Charity no. 1049904.

- Advocating for residents and ensuring their voices are heard
- Helping residents prepare for move-on into greater independence, including resettlement support
- Working in line with safeguarding policies to ensure safety and wellbeing is always the priority
- Remaining calm, professional and regulated when responding to challenging situations
- Working closely with housing, health, social care and external agencies to meet resident needs
- Supporting housing management functions including tenancy support, rent processes, room checks, resident engagement and health & safety
- Carrying out accurate recording, monitoring and use of internal systems
- Contributing to a positive, supportive team culture while also working confidently alone when required
- Championing Diversity, Equity and Inclusion in your daily work
- Taking responsibility for your own development, reflective practice and working in line with legislation and YMCA Derbyshire policies

What Success Looks Like

- Residents feeling safe, respected and supported in their accommodation
- Residents growing in confidence, life skills and readiness for independent living
- Strengths and talents being recognised, nurtured and developed through meaningful plans and activities
- Tenancies being well managed, understood and sustained wherever possible
- Move-ons into independent accommodation are planned, positive and successful
- Properties remaining safe, compliant and maintained to a high standard
- Safeguarding practice is consistently strong and embedded in daily work
- Records, systems and housing processes are accurate, timely and reliable
- Strong, effective partnerships exist with external agencies and professionals
- The team works collaboratively, supports one another and continually improves the service
- Diversity, equity and inclusion are actively championed in practice, not just intention
- The service runs smoothly, professionally and in line with YMCA Derbyshire values and policies



Knowledge & Qualifications

Essential

- Understanding of safeguarding practice and the importance of professional boundaries
- Knowledge of how to support people towards independence, confidence and life skills
- Ability to build positive, trusting relationships while maintaining clear expectations
- Experience working with external professionals and agencies to achieve positive outcomes
- Confident using digital systems to record information accurately and maintain high standards
- Strong organisational skills with the ability to manage competing priorities calmly and effectively

Desirable

- Experience supporting people through move-on and resettlement into independent living
- Understanding of Advantaged Thinking or strengths-based approaches
- Experience delivering group activities or workshops that build confidence and skills
- Knowledge of health & safety and housing standards within supported accommodation



Skills

- Proactive, self-motivated, and solutions-focused
- Great at building relationships
- Highly organised and comfortable juggling multiple priorities
- Builds trust and communicates with compassion and clarity
- Motivates, supports and positively challenges people
- Stays calm, organised and solution-focused under pressure
- Works confidently with partners, systems and safeguarding practice



Experience

Essential

- Experience working with young people or adults who may have experienced trauma, disadvantage, or are at risk
- Experience within supported housing, housing management, or a similar people-and-property focused environment



Terms & Conditions

What You'll Get	The Formal Bits
• 33 days holiday (including Bank Holidays) • Pension auto-enrolment after 3 months • A role where your work genuinely changes lives • Supportive team and meaningful work every single day • People celebration event each year. (Celebrating our Peoples Achievements) • Recognition initiatives such as employee of the year and star of the quarter • Met Life EAP for you and online doctor for you and your family. • Life Assurance 2 times your annual salary • Christmas/ Easter and Quarterly Treats • Your Birthday off every year • Long Service rewards • Training and Development • Wellbeing initiatives • Subsidised Costco card	• 35 hours per week, including some evenings, weekends and bank holidays • Subject to two references, Enhanced DBS, and 6-month probation • Required to work within YMCA Derbyshire policies and procedures • Committed to equality, diversity, and inclusion in all we do

About YMCA Derbyshire (Why This Role Matters)

This is an exciting opportunity for you to join YMCA Derbyshire, a vibrant local charity that focuses on the following key areas of work:

- **Housing** - We provide over 200 bed spaces for individuals to support people to rebuild their lives we do this by creating a safe, stable environment where they can learn, grow and realise their potential, regardless of their past or present circumstances. Alongside this we provide affordable housing for young people.
- **Family and Youth Work** - We provide high-quality early years childcare and education services through our nurseries, before and after school clubs, holiday clubs and in schools education services. Family Support and Youth Work services are also available through our Community Hubs.
- **Support, Advice, Health, Wellbeing** – We offer a wide range of community services, including youth programmes, mental health support, horticultural activities, poverty relief through food provision, community pantries, and access to warm, welcoming spaces.
- **Training and Education** - Through YMCA Key College, we offer vocational training, work experience and employment pathways for young people who find mainstream education challenging. We also offer a range of bespoke employability programmes.

Everyone should have a fair chance to discover who they are and what they can become.

Our Vision

Enabling young people and communities to thrive — to fulfil dreams, belong, grow, and prosper.

Our Mission

To develop the whole person: body, mind, and spirit.

Our Values (1 Corinthians 13:4–7)

Protect | Trust | Hope | Persevere

Together, we create places where people flourish.

Equality and Diversity Statement

YMCA Derbyshire is committed to promoting equality and diversity in all aspects of its operations. We value and embrace individual differences and believe that everyone should be treated with respect and dignity. We welcome people from all backgrounds, irrespective of age, disability, gender, race, religion, sexual orientation, or any other characteristic.

Safeguarding Matters Here

Safeguarding is central to everything we do. We're looking for someone who shares that commitment and puts the wellbeing of young people first, always.

Any Additional Information

The hours of work are 35 per week including, evenings, weekends and Bank Holidays to meet the needs of the clients and the project. Hours of work are to be confirmed.

A full driving licence and use of a car is essential for staff not permanently deployed at our London Rd Campus.

Employees of YMCA Derbyshire will be required to work within the remit of all organisational policies and procedures and any relevant legislation.

You will be working with residents who have a wide range of issues related to homelessness and will be expected to present as a professional role model; building supportive relationships and helping them to achieve as much responsibility and independence as possible for their own lives.

Ready to Apply?

We'd love to hear from you.

Apply online at www.ymcaderbyshire.org.uk