

Job Title: Health & Housing Navigator

Salary: £25,794.35 per year + paid on-call supplement (approx. once every 2 months)

Location: Durham (Hybrid)

Hours: 35 hrs per week (weekdays, occasional early evenings and Saturday working)

DASH is looking for a compassionate, committed Health & Housing Navigator to join our Health, Housing & Wellbeing Floating Support Service for adults aged 26+. This is a role where your empathy, problem-solving skills and ability to build trust can transform someone's stability, wellbeing and future.

You'll work across County Durham, delivering a blend of brief interventions and longer-term support that helps people maintain independence, secure safe housing, strengthen their wellbeing and achieve their life goals. Support is delivered flexibly — in people's homes, community locations, via telephone or online, and at weekly drop-in sessions.

This is a varied, fast-paced role where no two days look the same, and where your ability to connect, encourage and advocate truly matters.

What You'll Do

### **Support & Navigation**

- Complete needs-based assessments, risk assessments and regular reviews.
- Deliver brief interventions at weekly drop-ins for people needing urgent support (e.g., eviction notices, benefit deadlines).
- Provide virtual and telephone sessions for quick, task-focused guidance.
- Facilitate group sessions that build wellbeing, confidence and independent living skills.
- Offer up to 26 weeks of tailored 1:1 outreach support for people with multiple support needs

### **Safeguarding & Safety**

- Attend mandatory safeguarding training for adults and children.
- Identify and escalate safeguarding concerns appropriately.
- Complete Lone Worker and Home Visit Risk Assessments.

- Follow safe lone-working practices using your Orbis Protect device.

### **Teamwork & Professionalism**

- Build strong, trusting relationships with colleagues and partner agencies.
- Participate in team meetings, supervision and appraisal.
- Share knowledge and contribute to service development.

### **General Responsibilities**

- Maintain accurate, timely records using DASH's CRM systems.
- Uphold confidentiality, data protection and anti-discriminatory practice.
- Work flexibly across DASH services as needed.
- Engage in training and development relevant to the role.

### **What You'll Bring**

- Experience in a similar role, or within social care or housing (preferred).
- NVQ Level 2 in Health & Social Care or equivalent
- GCSE English & Maths.
- Strong negotiation and advocacy skills.
- Excellent communication — written, verbal and interpersonal.
- Ability to work independently and as part of a team.
- Confidence building relationships with external agencies.
- Commitment to supporting diverse communities and people experiencing housing instability or health & wellbeing challenges.
- Familiarity with Salesforce In-Form (advantageous).

### **How to Apply**

Please send:

- Your CV
- **A personalised cover letter** outlining your suitability for the role and why you're applying

to [recruitment@dashorg.co.uk](mailto:recruitment@dashorg.co.uk)

**Deadline: 11 September 2026**