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# Fulfilling Lives

## National evaluation and learning

*Workforce development and multiple disadvantage:  
What makes an effective multiple disadvantage  
navigator?*



# What makes an effective multiple disadvantage navigator?

Workforce development and multiple disadvantage

Dr Jatinder Sandhu

# Key research questions



What is a multiple disadvantage navigator?

What makes an effective navigator?

What support do they need?

# Key characteristics of the multiple disadvantage navigator role

- Develop trusting relationship over an extended period of time
- Support beneficiaries to achieve their own goals
- A single point of contact for beneficiaries and support services
- Are tenacious and persistent
- Navigate systems on behalf of the beneficiaries and are service-neutral
- Have small caseloads

# Skills, knowledge, attitudes and behaviours needed to be effective

Interpersonal &  
communication  
skills

An  
understanding  
of trauma

Ability to  
connect and  
collaborate

A positive  
attitude

Knowledge of  
services and  
entitlements

Advocacy skills

# Does an effective navigator need lived experience?

Lived experience helps navigators connect with beneficiaries and act as powerful role models

Navigator teams should include a diverse range of work and lived experience

# What support do navigators need?

Protect  
wellbeing

A supportive  
environment

Training and  
development

Regular  
reflective  
practice



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