

Job Profile (HS2 Support Worker)

Job Title: HS2 Support Worker
Job Grade: Level 3, Zone 2
Salary Range: £36,984 - £42,526

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We are home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here is where you can help decide a better future for us all.

The construction of the High Speed 2 (HS2) railway scheme is due to last 12 years. The impacts on Camden residents and stakeholders include demolished homes and the residents moved to alternative accommodation, loss of green spaces and trees, noise, air pollution, disruption to highways due to road and lane closures as a result of utility works, increased traffic from construction lorries, impacts to businesses etc.

HS2 has made a series of commitments via assurances to take action to minimise those effects. In turn, Camden has appointed a small HS2 Team to monitor the impacts of the construction, agree the consents required and facilitate the construction work whilst challenging HS2 to minimise the impact to residents. This role is funded by HS2 and is pivotal in assisting them and Camden to identify the impacts of their construction on the community and its stakeholders especially those nearest the train line across the route in the borough.

About the role

It is instrumental in guiding and supporting those that are deemed to be 'vulnerable', to access HS2 community funding and resources. This includes, but is not limited to, Noise Insulation, temporary accommodation, advocacy services and local community funds.

A working definition of vulnerability for these purposes would include residents with difficulty understanding information on the scheme; assisting residents with support needs to access assistance provided by the HS2 scheme and residents with protected characteristics as defined in the Equality Act 2010 where the potential for additional impact has been identified. It can also mean night worker or those with physical or mental health needs that are adversely impacted by the construction.

Customers needs include:

- To provide additional support to vulnerable residents to access the services/ support they need to deal with the impacts of the HS2 scheme e.g. assisting with E23 applications, accessing noise insulation and make referrals to HS2's advocacy service..

- To raise awareness and ensure vulnerable residents with difficulty understanding information on the scheme can access the assistance provided by the HS2 scheme e.g. circulating information and providing advice,
- Providing advice and support to minimise the impact of the HS2 construction on their daily lives and wellbeing e.g. information on access to services, changes to transport routes etc.
- Advice and support on where and how to engage with HS2 Ltd or their contractors, so stakeholder circumstances are taken into account in the design of the scheme and mitigations proposed
- Assist with information sharing between Camden Council and its members, HS2 and its contractors/partners/services
- Signposting to various services and support available
- To take a lead role for safeguarding cases as well as to provide up-to-date information to lead professionals

The main purpose of the job is to give equal access to 'vulnerable' residents and other stakeholders and make them aware of the support available from HS2, such as the E23 scheme, Community grants, publicising local meetings about the construction, applying for noise insulation and electricity reimbursement payments etc. The post holder will feedback regarding impact to residents and link them in with the appropriate HS2 team as needed. Where required the post holder will promote health and wellbeing by giving advice and signposting relevant issues to Camden and external statutory and voluntary services.

About you

Whilst no formal qualifications are required, the post holder is required to have the following attributes:

- Ability to reach-out, listen and understand resident needs/demands, and sensitively work to identify the root cause and issue and support residents in reaching their own solutions, but to intervene where there is a risk to life/health.
- Willingness to work in environments that can have associated risks e.g. welfare concerns or health and safety issues.
- To be able to perform door-step risk assessments for both vulnerable residents and yourself with confidence.
- To provide the required support for vulnerable residents with rehousing & resettlement.
- Previous experience and understanding of the needs of people with physical and mental health issues and disabilities and how to advise on these needs in a sensitive and appropriate manner.
- Good organisation and record keeping skills in order to inform quarterly monitoring reports to HS2.
- Good written and verbal communications skills.
- Good IT skills.
- Good knowledge of other Camden Council and professional services working with vulnerable people including but not limited to welfare rights, drug, mental health in addition to experience of applying for charitable funds that are available in the borough.
- Ability to work alone in various locations including undertaking home visits.
- Emotional resilience

Work Environment:

This role is busy and is public facing. The post holder must be flexible in terms of work locations, as they are required to work from various locations as required, including working from home, on site, from a residents home, the hospital, a Camden or HS2 office or other location based, etc. You are expected to work proactively in our neighbourhoods to get a good understanding of residents and our properties as well as working closely with HS2 and its contractors/partners and other agencies.

Attendance at internal and external meetings is required, which may be outside normal working hours, e.g. Team events, TRA meetings and community events.

People Management Responsibilities:

There are no line management responsibilities, but the post holder is required to support colleagues with queries about mental health, drug, welfare benefits etc.

Relationships:

On a day to day basis, the post holder will work closely/ engaged with

- Other Camden colleagues across the Council including the neighbourhood team, Adult Social Care/ Children Schools and Families, repairs/property services, senior officers, elected members and Tenant and Resident Associations (TRA's), Welfare rights, Community Safety Estate Services, Housing Options, etc to meet customer needs/demands effectively.
- To work closely with HS2 and their contractors or partners engagement managers, to share knowledge/experience and troubleshoot/ problem solve issues involving vulnerable residents
- To identify barriers, trends and patterns of impact amongst the lived experiences of all stakeholders and make managers aware so that these can be strategically addressed collaboratively with peers and senior colleagues in HS2 and Camden.
- To build close working partnerships in the neighbourhood area with voluntary groups and other teams to deliver the best outcomes for Camden stakeholders, for example NHS, Police, Domestic Violence and Money Advice agencies and professionals.
- Ability to work collaboratively across Directorates, teams and external partners to deliver our purpose and principles;

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role politically restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,