

Job Profile Information – WISH Plus Project Officer

Job Title: WISH Plus Project Officer
Job Grade: Level 3, Zone 1
Salary Range: £33,789 - £38,465

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're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

WISH Plus stands for Warmth, Income, Safety, Health (and Wellbeing). It is a multi-agency partnership led by Camden Council, with a range of statutory, voluntary and community organisations. The service is for all Camden residents, particularly people who may need to draw on additional services including older people and people on low incomes. It works on a social prescribing model.

The Project Officer role involves managing all the referrals that come in to WISH Plus, the majority of which are online and directly transfer to the bespoke WISH Plus IT system. The referrals come from numerous sources and residents can also refer themselves using a simple form that is on the [Council website](#). Each referral received by WISH Plus is then referred on to other services. Through one WISH Plus referral, a variety of services can be identified. This is individual to the person who has been referred. WISH Plus is a major referral route for the handy person service which is delivered by Metropolitan Thames Valley Housing.

Great skill is required to understand the individual requirements of the people who have been referred, with the Project Officer role managing all resident communications and liaising with services. There is also a degree of managing expectations as the WISH Plus service is not an emergency response service. The Project Officer will be required to keep track of the referrals and manage the demand coming in which particularly during the winter months can be over 150 referrals a month.

Data collection and administration is also key to the Project Officer role, mainly via the IT referral system. There is an element of promotional work within this role to ensure residents and community organisations across the borough are aware of the service. The Project Officer will be required to represent WISH Plus at events and may be required to give presentations. This role will also be required to deliver WISH Plus induction training to external delivery partners on occasion.

About you

This role requires:

- A proactive approach and flexibility to carry out a range of duties.
- Excellent customer care services with an understanding of diversity principles within a customer care context.
- Resilience and the ability to problem solve, respond to challenges, and manage expectations, from residents and organisations respectfully and with sensitivity.
- The ability to build and maintain partnerships with internal and external services.
- A willingness to develop knowledge of WISH Plus partner organisations, internal teams, and procedures to facilitate efficient and correct support for residents.
- Strong IT and digital skills with the ability to manage high volumes of customer records and keep databases updated.
- Experience of communicating with a variety of stakeholders by telephone and in writing and drafting any necessary correspondence so that it is clear and easy to understand. Adapting your approach as necessary to ensure residents receive the best WISH Plus service.
- Experience of managing own workload and organisational ability to ensure WISH Plus referrals are managed in a timely and effective way.
- The initiative to seek opportunities for promotional activity particularly within community organisations and to take an inclusive approach.
- The ability to deliver training and presentations as well as attending internal and external events and meetings to provide information about WISH Plus.

Work Environment:

Agile working. The role is based in Camden's 5 Pancras Square Offices. There may be times when you will work out of other offices such as the Greenwood Centre or other locations in Camden, including VCS organisations offices to attend meetings. A balance between these sites and working from home is required – with the expectation to be working in Camden more than outside of Camden in any given week.

People Management Responsibilities:

This role has no line management responsibilities.

Relationships:

The role requires working collaboratively with all Council services including commissioned services, Voluntary Community Sector, Health, and Camden residents. Including:

- **Internal** – to foster excellent working relationships across the Council, particularly within Adult Social Care, Housing and Contact Camden. Representing WISH Plus at meetings and events, including delivering any presentations.
- **External** – to build effective working partnerships with residents who self-refer, and anyone else who may refer to WISH Plus including friends, family members, carers and with organisations across the borough. Numerous relationships with the services WISH Plus may refer to, in particular Metropolitan Thames Valley Housing who deliver the handy person service.

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 an active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBTQ+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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.

Structure Chart:

