

Job Profile

Job Title: Team Manager – Afghan Refugee Family Support Service

Job Grade: Level 4, Zone 1

Salary Range: £40,652 - £46,779

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:

To provide a comprehensive line management service to a team of support workers. You will ensure effective delivery of the team working closely with colleagues to meet Home Office and Local Authority outcomes. This role and the team of support workers are delivering an accommodation-based assessment and support service to Afghan refugee families in a temporary interim hotel and provide induction and cultural orientation support to living in the United Kingdom. By adopting a trauma and psychologically informed approach, ensure urgent and immediate support needs are identified and met, and individual household immigration status/circumstances is understood to facilitate effective resettlement under the relevant government Afghan resettlement Schemes

Role Purpose:

1. To report to the Afghan Refugee Family Support Service Manager and be part of the Management Team.
2. Prepare and arrange staff rotas to cover all support duties including assessment, key working and administration and ensuring all rota gaps are filled.
3. Monitor performance within the team ensuring high standards of discipline and performance in full accordance with relevant Council policies and procedures.
4. Participate in the development and review of service performance indicators and outcomes against the Home Office and Council Outcomes.
5. Lead on and develop a specific area or practice within the service and identify and policy issues arising out of case work. Ensure that policy issues are addressed through practical service delivery changes or developments and take responsibility for implementation of these by instruction and guidance to staff, writing and/or amending procedure.
6. To ensure the hotel environment meets with health and safety requirements of the hotels. Liaising with Hotel management over any issues or concerns that may also arise from Safeguarding.

7. Safeguarding – to ensure that staff receive appropriate training and updates necessary to comply with risk management and safeguarding procedures.
8. To contribute to the delivery of an integrated, customer focused service by the Refugee Afghan Support Management Team and Temporary Accommodation Group and to participate in team and working group meetings and take an active role in service development including service reviews.

Outcomes/objectives for your support workers that you will manage delivery of:

- To provide a high quality and responsive, trauma-informed, accommodation-based support service in order to assist families and the Home Office in preparation for offers of settled accommodation.
- A casework approach to assess and meet the needs of existing refugees and new arrivals to the hotel.
- To work with households and partner agencies to successfully maintain their stay in the hotel pending move on.
- Liaison with Home Office and DWP to establish immigration status of refugees and the agreed exit route for each family.
- Engage with hotel management around responsibilities, health and safety, guest needs and general occupation of the hotels.
- To observe, evaluate and escalate issues relating to households which may include domestic violence, exploitation and adult and children's wellbeing in accordance with Camden's safeguarding responsibilities.
- To maximise income and provide welfare benefit and debt management advice and/or refer to relevant services
- To develop and maintain positive working relationships and liaison with partners and stakeholders to include convening/attending professionals' meetings, case conferences and handover meetings where appropriate.

About you

- Knowledge of the development and implications of Housing Legislation
- Understanding of health and safety issues as they relate to service delivery in particular hotel-based support workers working with clients with support needs.
- Knowledge of working with Refugees.
- Excellent written and verbal communication skills able to use a range of methods to communicate to a wide range of audiences
- Ability to manage and motivate staff , identify and deliver training needs, supervise and tackle poor performance
- Ability to implement council procedures and to translate policy and legislation into practical procedures and guidelines
- Ability to develop and maintain a system for monitoring performance, able to use a wide range of information technology and scrutinise/analyse data
- Demonstrate a commitment to putting the customer at the centre of service delivery
- Knowledge of the welfare benefits systems and legislation.
- Experience of working with Refugees.
- Experience of liaison and negotiation with a wide range of statutory and independent sector providers
- Experience of assessing the needs of vulnerable clients and monitoring the progression of caseloads and casework
- Ability to effectively provide services to non-English speakers using language support.
- IT literate and ability to use a database for casework purposes.

- Working knowledge of GDPR, confidentiality and data sharing protocols.

Work Environment:

Hotel-based, interim refugee accommodation.

People Management Responsibilities:

Manage a team of up to 6 Support Workers.

Relationships:

Home Office

Hotel management and staff

Commissioning Services

LBC Housing Options & Advice Service

Equalities and Community Strength Directorate

Housing Management (TAG)

Housing Management

Adult Social Care

Children's Social Care

Primary Care Trust

Mental Health Trust

Voluntary and Community Sector

Police

District Housing Staff

Community and Hospital Based Teams

Community Safety

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, 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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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,

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.