

## **Job Profile Floating Support Team Manager**

**Job Title: Floating Support Team Manager**

**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. Managing a team of Support Workers to deliver support in the community to sustain tenancies for vulnerable households and refugee resettlement.

### **About the team/service**

The service is a housing related floating support service designed mainly to prevent homelessness amongst vulnerable households living in private rented, owner occupied or housing association accommodation in Camden and to support vulnerable people and families to move to and sustain independent accommodation from the Adult, Mental Health and Young Peoples Pathways and Temporary Accommodation.

### **About the role**

You will manage a team of Support Workers to deliver support in the community to sustain tenancies for vulnerable households and refugee resettlement. Satisfactory management of referrals, allocation of cases and casework systems using the HNG database to deliver throughput of cases according to agreed targets. Managing admin and duty systems including team rotas. Financial processes and procedures, financial controls, ordering of IT and other hard/software. This includes ensuring that clients get full access to cost of living payments and financial support. Managing customer satisfaction and complaints. Safeguarding – ensuring training, procedures and agreed outcomes are met within identified timescales.

### **Example outcomes or objectives that this role will deliver:**

- Successfully manage and support a team delivering support to vulnerable adults.
- Manage home office funded refugee housing projects.
- Satisfactory management of referrals, allocation of cases and casework systems using the HNG database to deliver throughput of cases according to agreed targets.

- Managing admin and duty systems including team rotas.
- Financial processes and procedures, financial controls, ordering of IT and other hard/software.
- Managing customer satisfaction and complaints.
- Safeguarding – ensuring training, procedures and agreed outcomes are met within identified timescales

### **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 hostel 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 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:**

This role is office based with some joint visits to support staff and meet clients as needed. You will be able to WFH as agreed locally.

### **People Management Responsibilities:**

You will manage a team of support workers and be responsible for their performance management.

### **Relationships:**

You will be managed by your Service Manager and work closely with your co team managers to managers on a daily basis.

### **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**

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, LGBT+, 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG