

Job Profile: Mental Health Referrals Co-ordinator

Job Title: Mental Health Referrals Co-ordinator

Job Grade: Level 3 Zone 2

Salary Range: £39,336 - £44,878

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 team

The role of the Mental Health Referrals Co-ordinator sits within the Pathways Move On Team which forms part of the wider Single Pathway Service (SPS) within Housing Solutions. Our team is made up of a variety of different roles, all supporting clients around moving into, between and move on from supported accommodation or into independent accommodation.

About the role

The role plays a pivotal role in co-ordinating referrals to specialist supported housing projects in the London Borough of Camden for clients who have enduring mental health needs. The postholder will help the development of move in, move through and move on options for people accessing and leaving supported housing. They will work according to a housing options approach to service delivery to customers and partner service providers using liaison, negotiation and casework skills to assist customers to move into alternative supported housing or independent living.

The role plays a pivotal part in giving vulnerable clients the necessary support to live in the community and move forward with their lives. It is both operational and strategic; with numerous opportunities to contribute towards and develop policies, procedures and strategies. The post holder will need to be able to work on their own initiative and balance pressures arising from corporate, housing and mental health services (in-patient and community). The post holder works closely with commissioners to ensure communication of changes in demand for services and to be part of discussions about future provision whilst offering a customer focused service. The post holder must develop and maintain effective communication and information-sharing systems both internally and with partner services and stakeholders. They must present as confident and professional and will need to represent Housing Solutions and the Council at a range of internal and external meetings.

The post holder may be asked to cover the work of other members of the Pathways Move-on Team and the Pathways Move-on Team Manager as and when required.

About you

- At least one year's experience of providing advice and assistance to households in hostels in housing need
- Experience of achieving performance targets and meeting departmental performance objectives.
- Experience of and commitment to working within a multi-disciplinary partnership environment.
- Experience of building and maintaining effective partnerships.
- Excellent written and verbal communication skills.
- Able to use a range of methods to communicate to a wide range of audiences.
- Knowledge of the welfare benefits system and legislation.
- An understanding of the Hostels Pathway Model, the various stages within the pathway, available housing options and the perceived barriers to move on.
- The ability to provide a service to clients with a history of poor mental health and drug/alcohol dependency.
- The ability to carry out assessments of need and risk and identify appropriate responses.
- The ability to manage a caseload whilst maintaining detailed case records, recognising service priorities and meeting deadlines.
- The ability and commitment to respond effectively to emergencies to achieve positive solutions.

Work Environment:

- The primary location will be at 5 Pancras Square although the post holder may be required to work from locations across the Pathway and Health Trusts.
- The post holder must present as confident and professional and will need to represent Housing Solutions and the Council at a range of internal and external meetings.
- The Mental Health Referrals Co-ordinator will have direct contact with clients, some of whom will have complex needs and exhibit challenging behaviour. There may be occasions that clients behave in an aggressive or challenging manner. Staff will receive the appropriate training to minimise the risks they face.
- The Mental Health Referrals Co-ordinator may work with clients who are actively using drugs and engaging in other high-risk behaviours. As a consequence there may be occasions when staff are required to work with clients with infectious diseases. Staff will receive the appropriate training to minimise the risks they face.

People Management Responsibilities:

N/A

Relationships:

- LBC Homelessness Prevention Service
- Housing Management (TAG)
- Mental Health Commissioners
- Accommodation based service providers

- Housing Management
- Adult Social Care
- Primary Care Trust
- Mental Health Trust including Community Mental Health Teams
- Voluntary and Community Sector
- Police
- Probation Service
- 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 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). 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