

Job Profile

Job Title: Service Manager Single Pathways Service (SPS)

Job Grade: Level 5 Zone 1

Salary Range: £52,282 - £59,895

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/service

The Single Pathways Service delivers Accommodation Based Support and Pathways Move on Services.

About the role

The main objective for the post holder is to provide leadership and management to the Single Pathways Service (Accommodation Based Support and Pathways Move on Services) and ensure effective service delivery of SPS support functions to vulnerable adults and young people.

- To provide a comprehensive line management service to a team of managers who manage front line accommodation based support and housing move on services.
- To assist the Head of Service and Directorate in developing strategy and implementing Council policies in order to meet housing need.
- Ensure that vulnerable residents living in SPS hostels receive excellent support services so they can progress to, and sustain independent living.
- To lead on the development, service delivery and performance of SPS which includes producing, analysing and collating statistical data for Commissioners and Head of Service.
- Act as a strategic partner to the Councils Commissioning services and Pathways Providers to ensure effective access into and out of the Camden's Hostel Pathway.
- Lead on the development of good practice models and partnerships across the Supporting People Directorate and with other internal and external partners.
- Identify the implications of new legislation, government policy and other internal and external developments that impact on SPS, the council and its partners' work and provide expert written and oral advice and guidance to senior management, staff, councillors and other partners.
- Ensure the Single Pathways Hostel environments meet with health and safety requirements and safer management standards by regular monitoring and liaison with health and safety and housing management colleagues.
- Safeguarding – Ensure that staff in the Service receive appropriate training and updates necessary to comply with risk management and safeguarding procedures.
- Ensure robust financial management of service budgets and capital funds

- Provide an emergency out of hours (On-Call) service for single pathways hostels.
- As a Service Manager, you will be required to provide support to other teams within the Temporary Accommodation Group as needed.
- The post holder will be required to deputise for the Head of Service.

About you

- At least one year's experience of successfully managing teams
- Proven ability to improve performance (including under-performance) and effect change
- A full understanding of the Hostels Pathways Model and the various stages within the Pathway
- Knowledge of the development and implications of Supporting People Strategy and Housing Legislation
- Understanding of health and safety issues as they relate to service delivery in particular hostel based support staff working with clients with complex and challenging needs.
- Experience of liaison and negotiation with a wide range of statutory and independent sector providers
- Demonstrate a commitment to putting the customer at the centre of service delivery
- Ability to implement council procedures and to translate policy and legislation into practical procedures and guidelines
- Ability to develop and maintain systems for monitoring performance, able to use a wide range of information technology and scrutinise/analyse data

Work Environment:

- The post holder will be based at 5 Pancras Square but will be required to work flexibly across hostels in which SPS teams are based.
- The post holder will participate in the emergency on call rota which operates overnight and at weekends.
- The post holder must present as confident and professional and will need to represent SPS, the Temporary Accommodation Group and the Council at a range of internal and external meetings sometimes outside of core working hours.
- The post holder is required to work flexibly to meet individual and service objective and will be subject to continual change and the management of conflicting priorities. SPS works with individuals who present with a range of complex needs and challenging high-risk behaviour.
- The post holder must be able to work effectively under pressure, think creatively and make robust decisions independently and with colleagues.
- Staff in the Service will be working with clients, some of whom 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.

People Management Responsibilities:

- People Management Responsibilities: There will be 6-8 direct reports comprising of Team Manager (Accommodation Based Support), Team Manager (Pathways Move On services), Education, Training and Employment Coordinator
- There will be up to 40 staff in the Service

Relationships:

- There will be regular and varied contact with senior management across the Directorate and Council, Councillors, officers in partner agencies and members of the public. To include:
- Housing Needs Group
- Pathways Providers
- Pathways Commissioning Managers
- LBC Housing Management
- Health and Safety Officers
- Adult Social Care
- Childrens Services
- NHS Partners
- Community and Hospital based teams
- Voluntary and Community Sector
- Community Safety
- Police
- Probation

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