

## Job Profile

**Job Title:** Head of Integration - Homelessness System

**Job Grade:** Level 6 Zone 1

**Salary Range:** £66,573 to £79,782

### 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.

Due to the large volume of services and organisations involved, the homelessness system is not easy for people experiencing homelessness to navigate. In addition, services that should address the needs of homeless people often exclude them explicitly or are not configured in a way that enables homeless people to utilise them. In some circumstances, staff lack the skills and expertise to support people experiencing homelessness who have experienced significant trauma, unmet needs and exclusion from services. These unmet needs can impede the ability of homeless people to take advantage of, and sustain, accommodation options when offered.

During the Covid-19 pandemic, homelessness services worked closely with Public Health, colleagues in North Central London Integrated Care Board and the wider NHS, and alongside many other partners, in an integrated way that has provided positive results for homeless people or those at risk of homelessness. Following this, Camden's Homelessness System Transformation was established, running from April 2022 to March 2025, to cultivate this approach and use the principles of an integrated support model that has been developed during the pandemic.

The transformation has made significant strides in establishing a diverse partnership of organisations and people with lived experience that aims for a more cohesive, holistic and accessible system to better support homeless people. To continue to realise these ambitions, embed the 'test and learn' approaches that have been developed and provide ongoing, consistent strategic leadership across Camden's homelessness system, a permanent post has been created.

### About the role

The successful candidate will lead the development and implementation of this ambitious system transformation as it moves from a time-limited programme to an embedded way of system working. The candidate will work collaboratively with people with lived experience of homelessness and with staff at senior, strategic levels through to operational staff and services across the various organisations working or encountering homeless people or those at risk of homelessness. Camden Council as an organisation is looking to break down barriers and service/organisational silos impeding joint working for the benefit of homeless people. We would therefore like candidates to come forward who are open to working in a collaborative, flexible and transparent way. This work should be driven by the needs of homeless people rather than the needs and objectives of any Camden organisation and, as such, there will be a strong element of coproduction in this transformation.

The key impacts of this role will be:

- That people experiencing homelessness will have improved access to, and experience of, the support that enables them to sustain their accommodation option(s).

- That Services and practitioners have improved understanding of the barriers faced by people experiencing homelessness, and how to effectively support them.
- That organisations across Camden have improved understanding of homelessness and are part of a more coordinated and collaborative system.
- That the strategic direction of the system supporting people experiencing homelessness be driven by coproduction and the voices of lived experience.

### **About you**

You will:

- be authentic, inspirational and engage others through your personal leadership and ability to make the Council's vision meaningful to all
- demonstrate a wide understanding of the national and local homelessness system and use this to influence the thinking and direction of stakeholders
- create a culture of accountability, ensuring delivery of agreed outcomes across the homelessness system
- create the conditions for effective collaboration between stakeholders by establishing relationships and building trust and rapport in order to build a shared sense of purpose across Camden, unlocking the borough's collective resources for the benefit of all homeless people
- have a commitment to, and experience of, working with service users to co-produce solutions
- be ambitious, challenging and innovative in your approach to driving high standards, quality and value for money
- empower others to be courageous and try new approaches in order to improve services and outcomes for homeless people
- scan the environment and seek out the latest thinking, tools and technologies across all parts of the national homelessness system in order to enhance the system in Camden

### **Work Environment:**

The post holder will be based at the council offices at 5 Pancras Square and may be required to work in a variety of teams as well as working from home.

### **People Management Responsibilities:**

The post has no line management responsibilities, although there is currently a 'Coproduction Lead' role that is funded until 31 March 2025 that the post will be required to work very closely with.

### **Relationships:**

This post reports to a Public Health Consultant in the Health and Wellbeing Department but may also undertake work under direction of other senior officers across the Council and will foster a network of senior sponsors who will provide challenge and guidance.

The post holder is expected to work closely with homeless people or those at risk of homelessness, with staff across the council and with partners in the NHS and the voluntary and community sector. These relationships include (but are not restricted to):

- Elected members, including the portfolio holders for Better Homes and Rough Sleeping, and senior managers in Supporting Communities and Supporting People Directorates
- People with lived experience
- The Council's Corporate Management Team and Directorate Management Teams
- Senior Commissioning and Operational staff across the council and strategic partners
- Corporate Strategy & Change Team

- Health and Wellbeing Department
- Adult Social Care
- Senior members of the NCL Integrated Care Board
- Health & Wellbeing Board
- Staff and senior managers in delegated services and partner organisations, including providers of mental health services
- Partners and providers in the voluntary and community sector
- Central Government Departments

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting homeless 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**

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](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,