

# **Single Homelessness Strategic Commissioner Job Profile**

**Job title: Single Homelessness Strategic Commissioner**

**Grade: Level 5 Zone 2**

## **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.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, and the vision for Housing Services is to work deep into our neighbourhoods and within our communities to plan and continuously improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that provision of safe, secure and sustainable housing is a key pillar of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

In addition to focusing on the management and development of Council homes, we are going further in our efforts to provide services in our communities. This means more engagement with people who live on our estates in our neighbourhoods, to make sure that our offer as a landlord is joined up with other key Council services such as Adult Social Care, Community Safety and more.

Our Homelessness and Rough Sleeping Strategy sets out how the Council will deliver the We Make Camden vision through action taken to prevent and tackle homelessness and rough sleeping. The role of Single Homelessness Strategic Commissioner is critical to the delivery of this vision; leading on commissioning and setting strategic direction for accommodation and support services for single people who are homeless or at risk of homelessness. One of its main priorities being to ensure that all rough sleepers receive a service offer that means they no longer have to sleep rough and can start to rebuild their lives away from the street.

## **About the role:**

Leading the Council's efforts to reduce single homelessness and rough sleeping in the borough is a complex task that requires a wide range of skills and expertise. The role must offer dynamic and inspiring leadership to ensure that a shared sense of purpose in tackling rough sleeping is built up across the organisation and across partnership delivery. The role will work with system partners such as health, social care and the third sector to deliver needs-led commissioned services and champion psychologically and trauma-informed practice across services. The role has significant strategic, staffing, programme and financial management responsibilities.

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

- shaping and delivering the Council's Homelessness and Rough Sleeping strategy where it relates to single homeless people,
- managing the Council's rough sleeping team and supported housing commissioning,
- strategic commissioning of specialist services for single homeless people in Camden including hostels, supported housing, outreach and floating support for single homeless people,
- strategically managing a complex budget that is a mixture of external government funding and existing budgets to address local gaps in provision to deliver specialist services that best meet the needs of multiply-disadvantaged single homeless people,
- building and managing relationships with external partners including supported housing providers, Department of Levelling Up Housing & Communities (DLUHC), Greater London Authority (GLA), London Councils (LC) and neighbouring boroughs, in order to both maximise the resources and funding opportunities available to the Council and influence the development of pan London solutions that reduce transient rough sleeping and single homelessness,
- ensuring that consistent, viable offers are in place for all those sleeping rough in Camden and that the impact of street activity on Camden communities is significantly reduced, and
- collaborating with teams across the Council to ensure that commissioned services are delivered effectively, are value for money and support the Council's objectives and the requirements of relevant legislation and best practice.

### **About you**

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

### **Technical Knowledge and Experience**

You are authentic, inspirational and engage others through your personal leadership and ability to make the Council's vision meaningful to all.

You demonstrate a wide understanding of the national and local rough sleeping and homelessness environment and use this to influence the thinking and direction of stakeholders.

You create a culture of accountability across the team and commissioned services, ensuring delivery to agreed outcomes using quality systems to develop and implement performance monitoring and review arrangements.

You have experience of contract management in a support service environment including developing and monitoring service outcomes and performance monitoring.

You empower others to be courageous and try new approaches in order to improve services and outcomes for single homeless people.

You scan the environment and seek out the latest thinking, tools and technologies in order to improve outcomes for single homeless people.

You have knowledge of strategic commissioning and procurement processes, and experience in their application and delivery to complex programme and/or service areas.

You have experience of developing policies and procedures.

You have experience of inter-agency working and planning with senior officers at a strategic level.

**You are passionate about housing equality:** You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

**You are proactive:** You take action to address problems and support people, as early as possible.

**You keep services accessible:** You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents.

**You take a caring approach:** You listen, understand and have others' concerns in mind. You are happiest when residents are.

**You believe in doing things together:** Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

### **Skills Framework:**

**Proactive:** Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

**Collaboration and communication:** Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

**Data, digital and systems:** Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

**Equality, diversity and inclusion:** Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

**Safety and wellbeing:** Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

### **Key relationships**

The post leads in engagement and communication with key stakeholders, who include but are not limited to:

- Relevant Cabinet Members, other members of the Cabinet and ward members
- Members of Parliament, who represent the communities of Camden
- Executive Director of Supporting Communities, Director of Housing
- Senior Leadership Group and Heads of Service in the Council
- Members of the Community Safety Partnership Board and representatives from their agencies, especially the police and safeguarding professionals.
- Strategic Procurement Boards in the Council
- The Metropolitan Police and the British Transport Police
- Transport For London
- DLUHC
- GLA, especially The London Mayor's Rough Sleeping Task force
- London Councils
- Business Improvement Districts (BIDS)
- Public Health colleagues, including substance misuse commissioning
- Community Groups including but not limited to District Management Committees, Tenants and Residents Associations, The Safer Neighbourhood Board and Safer Neighbourhood panels
- The voluntary and community sector (VCS) in Camden
- Senior RP staff
- Comparable staff in other London boroughs

### **Work environment**

The post holder may occasionally be required to work at weekends, early mornings or in the evenings.

The post-holder will work in an "agile" way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the

empowered and enabled team culture recognising and utilising the expertise of others where appropriate.

Post holders are expected to work on their own where it is safe to do so and have regard to the Council's lone working policies working with colleagues and partner agencies where appropriate.

The Post holder will work from home or from Council buildings in line with Council policies.

### **People management responsibilities**

The post holder will report to the Head of Housing Solutions.

This role could have direct line management responsibilities for a Level 5 zone 1 Strategy and Commissioning Manager, a Level 4 zone 2 Coordinator and a Level 4 zone 2 Team Leader. The post holder may be required to provide line management for temporary additional Level 4 officers as opportunities arise from external grant income. The Manager manages approximately 2 x Level 4, zone 1 officers. The Team Leader manages approximately 3 x Level 4 zone 1 officers. The RTS Coordinator manages approximately 2 x Level 4 zone 1 officers.

### **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 and 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. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

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**