

Job Profile

Job Title: Adult Pathway Referrals Coordinator

Job Grade: Level 4 Zone 1

Salary Range: £43,004 - £49,131

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 Homelessness services aim to prevent and relief homelessness for those who approach Camden for support and provide support to help find a settled housing solution, in line with statutory legislation, the Homelessness Reduction act and related legislation and policies, including the Rough Sleeping and Homelessness Strategy and Placement Policy.

About the role

The role is to play a key role in the delivery of the council's homelessness accommodation policy in the homeless and rough sleeping strategy. To coordinate the system that ensures the speediest possible access to the adult pathway for those that need it and that meets the relative needs of Camden's rough sleepers and single homeless people with support needs. The expectation is that this role will coordinate this work across all key services involved in the pathways partnership, such as the Homelessness Prevention Service, rough sleeping services, Temporary Accommodation Group, commissioners and providers.

About you

You will ensure first class overall coordination of all referrals into and movements within the adult pathway. Provide one single initial point of contact for and with all Pathway providers in regards individual referrals into the pathway to help rough sleepers and single people with support needs into hostel pathway accommodation as quickly as possible from where partner agencies can continue the resettlement process. To facilitate collaboration between referral sources and providers around individual cases and the referral process

- Continuous review of and improvements to the referrals processes and development of related policies and processes
- To maintain a suite of measures of the operation of referrals into the pathway that can be used by the partners to enable identification of any blockages and support problem-solving

- Production of timely and high quality management information data for performance monitoring and service planning purposes
- Development of a solution for a central and efficient system/database to enable fast, efficient and accurate allocation of voids
- Collaborative and supportive engagement with a wide range of internal and external stakeholders at all levels.
- Train staff to understand how the end to end pathway process works and how this ties in with other related processes and legislation and embed new ways of working, including PIE and TAM.
- Ensure the equalities needs of customers are fully considered and measures are taken to mitigate against any negative consequences
- To maintain a suite of measures of the operation of referrals into the pathway that can be used to enable identification of trends and any blockages and lead on early problem-solving. Leading on identifying challenges and implementing interventions across stakeholders and future commissioning.
- Take the lead specialist engagement with partners and stakeholders by attending appropriate cross collaboration assessments of needs, including with young peoples pathways co-ordinator, vulnerability panel for council tenants and commissioning development meetings to lead on and embed developments.
- Any other duties and responsibilities commensurate with the grade.

Work Environment:

This role can be conducted flexibly from home or office or hostels. The post holder will be expected to work independently and with minimal supervision, and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to the community of Camden. However, may require guidance from senior officers on occasion.

People Management Responsibilities:

You will not jointly provide specialist line management to the RSI funding specialist Homelessness Prevention Adviser across locations and homelessness Prevention Advisers

Relationships:

The post holder will report to the Homelessness Initiatives Service Manager

This role will be expected to build and sustain effective relationships with colleagues and a range of stakeholders (internal and external to the Council) which support the delivery of outcomes and meet the service's priorities. They will also be expected to work collaboratively with colleagues e.g. Housing Needs Group, Temporary Accommodation Group, Housing Commissioning and Partnerships Team, Young Peoples Pathway, Mental Health Pathway etc as well as Government and regional agencies e.g. Ministry of Housing, Communities and Local Government, Greater London Authority, London Councils

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