

# Hostel Team Manager

**Job Grade: Level 4, Zone 1**

## **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, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to 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 preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

## **About the role:**

To provide a comprehensive line management service to a team of support workers providing housing related support to vulnerable adults, ensuring effective service delivery of the Services support functions and progression of referrals through the Single Hostels Pathways Model.

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

- To report to the Single Pathways Service Manager and be part of the Single Pathways Management Team. Participating in a shift rota covering both evening and weekend working. Prepare and arrange staff rotas to cover all housing related support duties including assessment, key working and administration.
- Monitor performance within the team ensuring high standards of discipline and performance in full accordance with relevant Council policies and procedures.
- Participate in the development and review of service performance indicators and outcomes against the Hostel Pathways Model Specification and the Quality Assessment Framework under the Supporting People Programme.
- Lead on and develop a specific area or practice within the service and identify and policy issues arising out of case work and SPS service practices. Ensure that policy issues are addressed through practical service delivery changes or developments and take responsibility for implementation of these by instruction and guidance to staff, writing and/or amending procedure.
- To ensure the hostel environment meets with health and safety requirements and safer management standards by regular monitoring in conjunction with the Housing Management Team including the checking of residents' rooms and all communal spaces and the follow up and completion of identified actions.
- Safeguarding – to ensure that staff receive appropriate training and updates necessary to comply with risk management and safeguarding procedures.

- To contribute to the delivery of an integrated, customer focused service and to participate in team and working group meetings and take an active role in service development including service reviews.

## **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:

**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.

Knowledge of the development and implications of Supporting People Strategy and Housing Legislation

Knowledge of the development of Housing Options and in particular those open to clients in Pathways Hostels

A full understanding of the Hostels Pathways Model and the various stages within the Pathway

Understanding of health and safety issues as they relate to service delivery in particular hostel based support workers working with clients with complex and challenging needs.

Knowledge of drug/alcohol dependency and mental health issues.

Excellent written and verbal communication skills able to use a range of methods to communicate to a wide range of audiences

Ability to manage and motivate staff, identify and deliver training needs, supervise and tackle poor performance

Ability to implement council procedures and to translate policy and legislation into practical procedures and guidelines

Ability to develop and maintain a system for monitoring performance, able to use a wide range of information technology and scrutinise/analyse data

Demonstrate a commitment to putting the customer at the centre of service delivery

Knowledge of the welfare benefits systems and legislation.

Experience of working with homeless people and of the problems faced by social exclusion

Experience of liaison and negotiation with a wide range of statutory and independent sector providers

Experience of assessing the needs of vulnerable clients and monitoring the progression of caseloads and casework

## **Work environment**

- The primary location will be one of the hostels within the singles hostels pathway in the London Borough of Camden, although all staff may be asked to cover at another location within the pathway at any point.
- The support team manager roles attracts a disruption allowance and support workers work a 36 hour week via a shift rota which operates between 08.00 and 23.00 seven days a week. Team managers are required to be flexible and work the hours required as necessary within the shift rotas of the service.
- Support Team Managers and their staff 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.
- Support Team Managers and their staff will be required to 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.
- Ability to manage personal time effectively, work under pressure to deadlines and the ability to plan and monitor a large caseload, without day-to-day supervision.
- The post holder must present as confident and professional and will need represent SPS and the Council at a range of internal and external meetings.
- Ability to manage personal time effectively, work under pressure to deadlines and the ability to respond appropriately to emergency situations without day-to-day supervision.
- The post holder will be required to have an enhance DBS check in order to carry out their duties.

## **Key Relationships**

Pathways Providers  
Commissioning Services  
LBC Housing Services  
Adult Social Care  
Children's Social Care  
Primary Care Trust  
Mental Health Trust  
Voluntary and Community Sector  
Police  
Probation  
Community and Hospital Based Teams  
Community Safety

## **People management responsibilities**

The post holder will report to the Single Pathways Service Manager.

The post holder has line management responsibilities of Level 3 Support Workers.

## **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**