

# **Mental Health Pathway Referrals Coordinator Job Profile**

**Job Title: Mental Health Pathway Referrals Coordinator**

**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:**

The role of the Mental Health Pathway Referrals Co-ordinator sits within the Pathways Move On Team (PMOT) which forms part of the wider Single Pathway Service (SPS) within Housing Solutions. Our team is made up of a variety of different roles, all supporting clients around moving into, between and move on from supported accommodation and/or into independent accommodation.

The role plays a pivotal role in co-ordinating referrals to specialist supported housing projects in the London Borough of Camden for clients who have severe and enduring mental health needs. The postholder will help the development of move in, move through, and move on options for people accessing and leaving supported housing. This will follow a homelessness prevention approach in line with statutory legislation, the Homelessness Reduction Act and related legislation and policies as required.

The role is both operational and strategic; ensuring the speediest possible access to the mental health pathway for those that need it. This role will co-ordinate this work across all key services involved in the pathway's partnership, such as the Mental Health Trust, Mental Health Pathways providers, Mental Health Commissioners and other services across Housing Solutions. The role plays a pivotal part in giving vulnerable clients the necessary support to live in the community and move forward with their lives.

The post holder may be asked to cover the work of other members of the Pathways Move-on Team and the Pathways Move-on Team Manager as and when required.

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

You will ensure first class overall coordination of all referrals into as well as movements within and out of the mental health pathway. Provide one single initial point of contact for all pathway providers. You will provide support to homeless and/or at risk of homeless clients with long term severe and enduring mental health needs whilst balancing pressures arising from corporate, housing, and mental health services (in-patient and community). Your role includes the following core responsibilities:

- Continuous review and improvements of the referrals processes including development of related policies and processes.
- To maintain a suite of measures of the operation of referrals into the pathway that can be used to identify blockages and trends in the operation of referral early on to support efficient problem solving and future commissioning.
- Production of timely and high-quality data for performance monitoring and service planning purposes.
- Development of 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 and a commitment to working within a multi-disciplinary partnership environment.
- Train staff to understand how the end-to-end pathway process works, how this tie in with other related processes and legislation to embed new ways of working.
- Take the lead specialist engagement with partners and stakeholders for the mental health pathway by attending appropriate cross collaboration assessments of needs, including with other pathway co-ordinators, vulnerability panel for council tenants, commissioning development meetings and hospital MADE discharge meetings.
- Manage a caseload of clients identified for the Mental Health Pathway in line with statutory legislation, the Homelessness Reduction act and related legislation and policies as required.
- Have an in-depth understanding of the blockages and barriers to move on, knowledge of the welfare benefits system and legislation that is applied through 'move on' casework for those assessed as ready to live independently.
- Carry out assessments of needs and risk to identify appropriate responses including the ability and commitment to respond effectively to emergencies and to achieve positive outcomes.
- Any other duties and responsibilities commensurate with the grade.

## 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.

**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 postholder will:

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 including but not limited to the following:

- LBC Homelessness Prevention Service
- LBC Neighbourhoods Service
- Mental Health Commissioners
- Accommodation based service providers.
- Housing Management
- Adult Social Care
- Primary Care Trust
- Mental Health Trust including Community Mental Health Teams
- Voluntary and Community Sector
- Police
- Probation Service
- Community and Hospital Based Teams
- Community Safety

### **Work environment**

The primary location will be at 5 Pancras Square with hybrid working available. The post holder may be required to work from locations across the Mental Health Pathway and Health Trusts.

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 customer focused service to the community of Camden. However, the post holder may require guidance from senior officers on occasion.

## **People management responsibilities**

The post holder will report to the Pathway Move-On Team manager.

This role could have direct line management responsibilities for 1-2 officers on Level 3 as appropriate.

## **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**