

## **Support Worker (Single Pathways Service)**

**Job Grade: Level 3, 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 accommodation based support service to adults and young people living in the singles hostels which form part of Camden's Adult and Young People's Pathway ensuring that they are enabled to develop the skills and abilities to move through the pathway to independent and settled accommodation

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

- To provide a high quality and responsive accommodation based support service in order to assist service users to develop the personal and social skills that will enable them to maintain their accommodation, improve their health and wellbeing, improve their employability and financial inclusion and decrease any negative impact of their behaviour within on their locality.
- To carry out regular assessments and reviews of needs on a casework basis, conduct key work sessions and develop support plans to actively identify and enable service users to secure appropriate support from partners including physical and mental health services, drug and alcohol services and employment, training and resettlement services. Support needs and actions to be agreed, where possible, with service users and other key stakeholders.
- To support service users to move positively through the Pathway in accordance with the principles and requirements of the Hostel Pathway Model and promote housing options which will include private renting and shared accommodation.
- To carry out regular and comprehensive assessments of risk associated with service users, including Safeguarding, and to ensure that identified risks are

actioned and recorded in accordance with service policy and procedure and Commissioning requirements.

- To develop and maintain positive working relationships and liaison with partners and stakeholders to include convening/attending professionals meetings, case conferences and handover meetings where appropriate.
- To take responsibility for delivering a service that complies with the requirements of the Quality Assessment Framework.

## **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.

Experience of providing accommodation based or floating support to vulnerable people with complex needs.

Knowledge of housing options available to vulnerable single people

Knowledge of the welfare benefits systems and legislation.

The ability to carry out assessments of need and risk and identify appropriate responses.

Effective oral and written communication that can be adapted to communicate with a diverse and challenging client group.

## **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, by the management team, at any point.
- Support Workers are required to work on a rota basis that will include evening and weekend shifts. As far as is possible these will be agreed in advance but there may be occasions when support workers are asked to cover shifts at short notice.
- Support Workers 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 workers 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.
- All support workers work a 36 hour week via a shift rota which operates between 08.00 and 23.00 seven days a week.

### **Key Relationships**

LBC Housing Services

Adult Social Care

Children's Social Care

Primary Care Trust

Mental Health Trust

Community and Hospital Based Teams

Community Safety/Police

### **People management responsibilities**

The post holder will report to a Team Manager.

The post holder has no line management responsibilities.

### **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**