

Ex-offender and Complex Needs Referrals Co-ordinator

Salary Range: £44,579 - £50,706

Grade: Level 4, Zone 1

**Location: 5 Pancras Square with co-location
across the borough and the probation offices at
St Johns Street, EC1V.**

Reports to: Pathways Move On Team Manager



About the role

This is a pivotal role, co-ordinating referrals for homeless or at-risk clients who have a history of high-risk offending behaviour. The role leads on developing and managing reciprocal agreements for single homeless clients suitable for the hostels pathway as well being the lead single point of contact to our specialist complex needs service within Camden's Adult Hostels Pathway. The role will follow a homelessness prevention approach in line with statutory legislation, the Homelessness Reduction Act and related legislation and policies where applicable.

The role is both operational and strategic; ensuring there is a multi-disciplinary approach to supporting high risk and often highly vulnerable clients. The role works to secure accommodation and support clients to live in the community and move forward with their lives as well as contributing to keeping Camden and the wider communities safe. This role co-ordinates work across all key services involved in the pathway's partnership, including the National Probation Service, Police, Community Safety, Drug & alcohol Service, the Mental Health Trust, Housing Commissioners and other services across Housing Solutions and the sector.

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.

The things you'll achieve

In this role, you will ensure first class overall coordination of referrals into supported accommodation within Camden hostel pathways. Provide one single initial point of contact for probation and services in relation to high-risk ex-offenders whilst balancing pressures arising from corporate, housing, and criminal justice and community services.

- Take the lead specialist engagement with partners and stakeholders in the criminal justice sector by attending appropriate cross collaboration assessments of needs, including with other pathway co-ordinators, commissioning development meetings and forums including monthly MAPPA and IOM meetings.
- Manage a caseload of clients identified with a history of high-risk offending (IOM and MAPPA) in line with statutory legislation, the Homelessness Reduction act and related legislation and policies as required.
- Develop and managing reciprocal agreements for single homeless clients suitable for the hostels pathway as well being the lead single point of contact to our specialist complex needs service within Camden's Adult Hostels Pathway.
- Have an in-depth understanding of the blockages and barriers to clients being able to access accommodation on release from prison and work collaboratively to reduce this impact on customers, survivors, and the wider community.
- Carry out assessments of needs and risk to identify appropriate responses including the ability and commitment to respond effectively to emergencies, achieve positive outcomes and brief senior management where high-profile cases require input.
- Work alongside other referrals co-ordinators to ensure continuous review and improvements of the referrals processes including development of related policies and processes.
- 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.
- To be responsible for the management of the lead Homelessness Prevention Advisor for the Accommodation for Ex-Offenders (AfEO) Scheme.

About you

Experience

- Taking the lead in providing advice and assistance to residents in housing need.
- Excellent working knowledge of the criminal justice and homelessness systems.
- Development of constructive working relationships with internal and external partner providers and stakeholders.
- Developing and improving referral processes and training programmes. Experience of analysing and presenting high quality statistical data.
- Excellent working knowledge of relevant housing and welfare legislation.
- Excellent leadership skills and experience of supporting a team to achieve service level targets.
- Responding effectively to emergencies to achieve positive outcomes.

You have

You have a clear desire and passion for working with vulnerable homeless people in the London Borough of Camden and contributing to developing a trauma informed and psychologically environment for our residents.

You 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.

You have excellent communication skills, and you can adapt these to your audience including residents, colleagues and senior management.

You can carry out assessment of needs and risk and provide appropriate responses. Attending and leading in a multi-disciplinary environment for often complex cases.

You must have resilience and a calm manner as you are likely to deal with difficult conversations and be able to respond effectively to achieve a positive outcome.

Other important information...

People management

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

Work environment

The primary location will be at 5 Pancras Square with hybrid working available. The post holder will be required to work from locations across the borough including the probation offices at St Johns Street, EC1V.

Who you will be working with

You'll be joining a wonderful team of referral co-ordinators and move on advisors reporting to the Pathways Move On Team (PMOT) Manager. The PMOT team is made up of a variety of different roles, all supporting clients with moving into, between and move on from supported accommodation and/or into independent accommodation. It's part of the wider Single Pathway Service (SPS) within Housing Solutions.

You'll also work closely with colleagues across Housing Solutions, Allocations and Lettings as well as key stakeholders across the Pathways and in the criminal justice sector.

The application process

Written application, demonstrating how you meet the key requirements of the role and a competency-based interview.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

