

## **Job Capsule Supplementary Information: Service Manager Single Pathways Service (SPS)**

**This supplementary information for Single Pathways Service Manager is for guidance and must be used in conjunction with the Job Capsule for Level 5 Job Zone 1.**

**Job Family: Social Care/People                      Job Zone: 1                      Level: 5**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### **Role Purpose:**

To provide leadership and management to the Single Pathways Service (Accommodation Based Support and Pathways Move on Services) and ensure effective service delivery of SPS support functions to vulnerable adults and young people.

To provide a comprehensive line management service to a team of managers who manage front line accommodation based support and housing move on services.

To assist the Head of Service and Directorate in developing strategy and implementing Council policies in order to meet housing need.

### **Outcomes/objectives that this role will deliver:**

- Ensure that vulnerable residents living in SPS hostels receive excellent support services so they can progress to, and sustain independent living.
- To lead on the development, service delivery and performance of SPS which includes producing, analysing and collating statistical data for Commissioners and Head of Service.
- Act as a strategic partner to the Councils Commissioning services and Pathways Providers to ensure effective access into and out of the Camden's Hostel Pathway.

- Lead on the development of good practice models and partnerships across the Supporting People Directorate and with other internal and external partners
- Identify the implications of new legislation, government policy and other internal and external developments that impact on SPS, the council and its partners' work and provide expert written and oral advice and guidance to senior management, staff, councillors and other partners.
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- Ensure the Single Pathways Hostel environments meet with health and safety requirements and safer management standards by regular monitoring and liaison with health and safety and housing management colleagues.
- Safeguarding – Ensure that staff in the Service receive appropriate training and updates necessary to comply with risk management and safeguarding procedures.
- Ensure robust financial management of service budgets and capital funds
- Provide an emergency out of hours (On-Call) service for single pathways hostels.

### **People Management Responsibilities:**

There will be 6-8 direct reports comprising of

- Team Manager (Accommodation Based Support)
- Team Manager (Pathways Move On services)

- Education, Training and Employment Coordinator
- As a Service Manager, you will be required to provide support to other teams within the Temporary Accommodation Group as needed.
- The post holder will be required to deputise for the Head of Service.
- There will be up to 40 staff in the Service

### **Relationships;**

There will be regular and varied contact with senior management across the Directorate and Council, Councillors, officers in partner agencies and members of the public. To include:

- Housing Needs Group
- Pathways Providers
- Pathways Commissioning Managers
- LBC Housing Management
- Health and Safety Officers
- Adult Social Care
- Childrens Services
- NHS Partners
- Community and Hospital based teams
- Voluntary and Community Sector
- Community Safety
- Police
- Probation

**Work Environment:**

- The post holder will be based at 5 Pancras Square but will be required to work flexibly across hostels in which SPS teams are based.
- The post holder will participate in the emergency on call rota which operates overnight and at weekends.
- The post holder must present as confident and professional and will need to represent SPS, the Temporary Accommodation Group and the Council at a range of internal and external meetings sometimes outside of core working hours.
- The post holder is required to work flexibly to meet individual and service objective and will be subject to continual change and the management of conflicting priorities.
- SPS works with individuals who present with a range of complex needs and challenging high-risk behaviour. The post holder must be able to work effectively under pressure, think creatively and make robust decisions independently and with colleagues.
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- Staff in the Service 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.
- The post holder is required to have an enhanced DBS check to carry out their duties.

**Technical Knowledge and Experience**

- At least one year's experience of successfully managing teams
- Proven ability to improve performance (including under-performance) and effect change
- A full understanding of the Hostels Pathways Model and the various stages within the Pathway

- Knowledge of the development and implications of Supporting People Strategy and Housing Legislation
- Understanding of health and safety issues as they relate to service delivery in particular hostel based support staff working with clients with complex and challenging needs.
- Experience of liaison and negotiation with a wide range of statutory and independent sector providers
- Demonstrate a commitment to putting the customer at the centre of service delivery
- Ability to implement council procedures and to translate policy and legislation into practical procedures and guidelines
- Ability to develop and maintain systems for monitoring performance, able to use a wide range of information technology and scrutinise/analyse data

### **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>