**Job Profile: Partnership officer (Housing Management)**

**This supplementary information for Partnership officer is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 2, Camden Way Category 3.**

**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 develop effective joint working partnerships with agencies delivering, employability, financial inclusion and health and wellbeing services in Camden, pursuing new partnership opportunities and delivering customer focused projects designed to raise awareness of and engage customers in financial inclusion, wellbeing and employment initiatives. To provide and interpret accurate, specialist and up to date information, advice and guidance on complex debt and financial inclusion issues to front line housing management services.

To become a source of expertise and specialist knowledge on financial inclusion and debt issues. Also to contribute to the provision of staff training and to provide and maintain up to date information systems and materials to enable staff to deliver accurate advice and information to individuals and families with debt and financial problems.

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

* Identify opportunities for partnerships with internal and external organisations in the area of financial inclusion, debt, benefit and money advice. You will develop and maintain existing partnerships.
* Work closely with colleagues in internal and external services such as the Camden Advice Partnership and specialist employability services to promote an effective multi agency approach. Also to develop effective reciprocal referral processes and joint working on financial inclusion, debt and money management issues.
* Be a point of contact with one of the four lead Children’s Centres providing support, advice, training and a regular presence in the centre.
* To support the financial inclusion officers and the work they deliver through [WISH Plus](https://www.camden.gov.uk/ccm/content/social-care-and-health/health-in-camden/wish-plus/) income triage and the money advice inbox.
* Identify and work on projects and tools that will support and benefit tenants with financial, benefit and/or debt issues.
* To design and deliver innovative, customer focused partnership projects and events designed to improve prospects for council tenants and other residents in the area of financial inclusion.
* To deliver continuous improvement of housing management services by identifying scope for service improvement and linking with Service Development Officers where appropriate.
* Monitor the quality and quantity of financial inclusion interventions made across housing management services and provide regular statistical information as well as feeding into reports.
* To develop and produce a set of accurate and up to date resources and materials on money and debt management, including Personal Budget Plans, standard letters, Debt Management Plans, IVA’s, personal bankruptcy and County Court procedures for use by staff in housing management services.
* To provide specialist knowledge and expertise across the service, an initial and ongoing training programme for staff on financial exclusion and debt management issues.
* To work closely with front line staff on complex and difficult cases which may involve court hearings or bankruptcy proceedings to ensure that they are providing appropriate, timely and professional advice to customers with serious debt problems.
* To work closely with colleagues in internal and external services, such as the Benefits Service, the Rents Service, CABs, Camden Credit Union and specialist employability services to promote an effective multi agency approach and develop effective reciprocal referral processes and joint working on financial exclusion, debt and money management issues
* To read relevant publications websites and to keep abreast of new Government and voluntary sector policy developments and identify & understand any implications for the Council and housing management services.

**People Management Responsibilities:**

None

**Relationships;**

**Internal:** Economic Development Unit, Integrated Early Years’ Service, Adult Community Learning, ICT, Housing Needs Group, Frontline teams across the Housing Services

**External:** Job Centre Plus, Information Advice & Guidance (IAG) providers, community centres, Citizens Advice Bureau, housing associations, DWP (Department for Work and Pensions)

**Work Environment:**

The post holder will be required to visit LB Camden offices across the Borough and their linked Children’s Centre but will be primarily based at 5PS where s/he will be required to work within an open plan, flexible working environment which promotes personal responsibility and high levels of individual and team productivity.

**Technical Knowledge and Experience:**

* A sound understanding of the economic, social and well-being issues affecting people living in social housing.
* Strong knowledge of money, debt and benefit advice as well as excellent awareness and understanding of welfare changes
* Ability to initiate relationships and build sustainable partnerships that work.
* Ability to present information about the service to different audiences, including customers and partners in a variety of ways including briefings, formal and informal presentations
* Ability to develop an in-depth knowledge of the portfolio quickly in order to provide expert advice and support to internal and external partners
* Excellent spoken and written communication skills
* Good IT skills
* Experience of delivering customer focussed services is an advantage as is a good understanding of how to maximise engagement with employment, health and wellbeing or money advice services

**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/>

**Structure Chart**