

## **Job Profile: Housing Support Worker (HS2)**

**This supplementary information for HS2 Support Worker is for guidance and must be used in conjunction with the Job Capsule for Job Family Housing and Tenancy; Level 3 Zone 1**

### **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 identify people who require support and ensure that assistance is provided by the appropriate HS2 existing services.

Customers need include:

- Assistance in applying for mitigation from the impacts of the HS2 scheme (e.g. Modifications to their property to reduce the impact of noise)
- Information on how they will be affected by the scheme
- Advice and support to minimise the impact of the scheme on their daily lives (and wellbeing?) (e.g. Information on access to services, changes to transport routes etc.)
- Advice and support on how to engage with HS2 Ltd or their contractors so their circumstances are taken into account in the design of the scheme and mitigations proposed
- Assist with information sharing
- Signposting to various services and support available

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

To work with HS2 when vulnerable residents are identified including residents with difficulty understanding information on the scheme; residents who need additional support to access assistance provided by the HS2 scheme and residents with protected characteristics as defined in the Equality Act 2010 where the potential for additional impact has been identified.

1. To promote health and wellbeing
2. To explain the HS2 Scheme impact on the resident and link them in with the appropriate HS2 team as needed

3. To raise awareness and ensure vulnerable residents with difficulty understanding information on the scheme can access assistance provided by the HS2 scheme
4. To provide additional support to vulnerable residents to access the services/ support they need to deal with the impacts of the HS2 scheme

### **People Management Responsibilities:**

Not applicable

### **Relationships:**

- To establish effective working relationships with HS2, Council services and other professionals e.g. health, social care, to ensure they are aware of residents who may need advice and support
- To establish effective working relationships with HS2 Ltd. officers and their contractors to ensure that they can target support accordingly.
- To work sensitively with vulnerable people, respecting confidentiality as necessary, developing trust and assuring support is delivered in a person centred way

### **Work Environment:**

- The majority of your working time is spent meeting other professionals to raise your awareness of needs of local people or in the community meeting residents to provide advice and signposting support

### **Technical Knowledge and Experience:**

- To have a basic understanding of how the HS2 scheme will impact residents To be able to develop an understanding the HS2 scheme and what assistance the organisation and its contractors will offer.
- To be able to advocate on behalf of residents in relation to the HS2 scheme.
- To have an understanding of the needs of people with disabilities and how to advise on these needs.
- Experience of providing advice and support to vulnerable people in a sensitive and appropriate manner
- Knowledge of other Council and professional services working with vulnerable people

## **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/>