**Job Capsule Supplementary Information: Routes off The Street (RTS) Coordinator**

**This supplementary information for RTS Coordinator is for guidance and must be used in conjunction with the Job Capsule for Job Family: Health and Community**

**Job Level: Level 4 Zone 2**

**Camden Way category: 4**

**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 coordination, supervision and leadership to deliver the Council’s RTS approach in the borough. To work with the Lead commissioner for rough sleeping, the Safer Streets Team and partnership resources on day to day basis to ensure the RTS key objectives are met including: that all rough sleepers in the borough receive a service offer which means they longer have to sleep rough and can start rebuilding their lives away from the street.

To facilitate and coordinate projects, teams and roles funded by a Rough Sleeping Initiative grant from the MHCLG. In particular the RTS coordinator will play a key role in developing a resettlement team to work alongside the SST

To work collaboratively with partner agencies and make decisions on the best use of resources in order to generate solutions to complex issues associated with rough sleeping in Camden.

To provide day to day contract monitoring of the Safer Streets Team focusing on the delivery of outcomes.

To represent the Council at pan London forums, the GLA and cross border meeting with neighbouring boroughs, influencing the street population agenda and promoting the use of resources which support the delivery of RTS.

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

* To work with the Safer Streets Team and RSI resources to ensure that all rough sleepers in the borough receive a service offer which means they no longer have to sleep rough and that this offer is recorded.
* To work closely with the lead commissioner for rough sleeping to deliver a significant reduction in rough sleeping numbers and associated street activity, in line with MHCLG and GLA targets, over the next 12 months.
* To facilitate 3 partnership Tasking and Targeting meetings across the borough covering Camden Town, Kings Cross and Holborn, ensuring that all names coming to notice for street activity are discussed in a multi-agency setting.
* To provide subject expertise on the use of legislation in the context of street activity and to work the provider and the Police to progress enforcement interventions where appropriate
* To chair a Street Population panel each month to deliver action plans relating to high risk cases
* To engage with members and senior Council Officers about high level concerns relating to street activity and conduct location specific walkabouts as required
* To work with VCS providers in the borough in order to create tailored service options for vulnerable hard to reach groups.
* To provide a point of contact for high level concerns generated by the Adult Hostel Pathway in relation to street activity
* To supervise relevant externally commissioned services delivered by 3rd party providers.

**People Management Responsibilities**

To provide line management of three resettlement officers who will work alongside the Safer Streets Team and to supervise and facilitate the use of agency staff associated with the rough sleeping initiative as required.

**Relationships;**

To provide expertise and to be a point of contact for high level concerns relating to rough sleeping. To build effective partnerships and lead on the engagement and communication with stakeholders to this end including but not limited to:

• Cabinet Members and Ward Councillors

• Directorates and services across the Council including the Community Partnership Hub

• The Voluntary and Community Sector (VCS) in Camden especially those agencies providing specialist services for rough sleepers

• Local and Central Government departments, especially the Greater London Authority and MHCLG

• The Metropolitan Police and agencies working in the criminal justice system

• Community groups, for example Tenants and Residents Associations; The Camden Safer Neighbourhood Board;

• Specialist providers of substance misuse and mental health services.

**Structure:**

The post holder will report to the Lead commissioner for rough sleeping (Community Engagement Manager) in relation to issues including but not limited to annual leave, sickness management and performance. The post holder will be responsible for day to day coordination of services commissioned to tackle rough sleeping including the Safer Streets Team.

**Work Environment:**

* The post holder will be required to work in any Council building, in community based settings or partnership settings.
* The post holder may occasionally be required to work at weekends, early mornings or in the evenings.
* The post-holder will work in an “agile” way in line with the Council’s move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture recognising and utilising the expertise of others where appropriate.
* The post holder be expected to work un-supervised, make decisions within a peer setting and make appropriate decisions in isolation
* Post holders are expected to work on their own where it is safe to do so and have regard to the Council’s lone working policies working with colleagues and partner agencies where appropriate.

**Technical Knowledge, Skills and Experience:**

* Ability to analyse, assess and present data and information effectively and succinctly, including FOI requests
* Knowledge of the range of tools and powers available under the ASB Crime and Policing Act and experience of using legislation where service offers are refused and individuals are causing harm to others
* Capacity to show resilience and tenacity in the face of problems and work effectively to resolve these in a multi-agency setting.
* Strong communication and influencing skills, including written communication, engaging with senior stakeholders and presenting to large audiences
* Ability to share sensitive data when appropriate in ways which are compliant with the DPA and GDPR and to promote the working principles with all stakeholders especially elected members.
* Awareness of rough sleeping patterns in central London and of the delivery models designed to tackle the issue
* Ability to make decisions in a dynamic environment, working with other perspectives as required.
* Ability to manage a large external contract on a day to day basis, exercising authority, addressing performance and driving improvement
* Awareness and experience of working with high risk scenarios and safeguarding issues which arise in a street population setting

**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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>