**Job Capsule Supplementary Information: Hotspot Team Leader**

**This supplementary information for Hotspot Team Leader 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 deliver and expand the Camden Hotspot initiative across the borough providing coordination of partnership resources, supervision and Leadership to ensure that rough sleeping and associated ASB is significantly reduced at hotspot locations in:

* Camden Town,
* The Euston Corridor and Warren Street,
* The West End
* The main transport hubs.

To lead and develop innovative approaches to rough sleeping delivered in a multi –agency setting, utilising and working with partnership resources including Community Presence Officers, the Safer Streets Team, the Metropolitan Police and British Transport Police. The objective will be to deliver an assertive, flexible and robust visible presence on the streets of Camden, intervening to reduce levels of rough sleeping and high risk street activity.

The role is being funded by the MHCLG for an initial 12 months to deliver targets agreed under the Rough Sleeping Initiative (RSI) and to support the objectives of the Council’s Routes off the Street strategy (RTS). For this reason the role will be responsible for driving improved outcomes for street based cohorts and providing clear and accountable performance data.

The role will ensure that multi agency patrols take place at locations and times which optimise impact with the resources available. For this reason a high degree of tenacity, innovation and adaptability will be required of the role in order to generate solutions to complex issues associated with rough sleeping in Camden.

**Outcomes or objectives that this role will deliver (this is not an exhaustive list):**

* To ensure that multi-agency hotspot patrols take place at times and locations which optimise impact and that delivery plans and rota’s are in place to implement the 4 main hotspot teams
* To ensure that each patrol focuses on achievable outcomes and that these are recorded appropriately
* To ensure that there are clear information exchanges between partners involved in hotspot patrolling and that intel is used to drive outcomes in a dynamic setting, conducting daily briefings as required
* To work with Council and external partners at each hotspot, flexing resources and working in integrated ways with partners including BID resources and the Council’s Street Presence teams
* To work with the Safer Streets Team and RSI resources to ensure that rough sleepers active in hotspots 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 reduce high risk ASB associated with street activity at entrenched hotspots across the borough
* To lead 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 work with the RTS Coordinator and the SST to ensure that specialist treatment offers are integrated within delivery
* To engage with members and senior Council Officers about high level concerns and conduct location specific walkabouts as required
* To work with Council Environment Service to help ensure the environment is clean and safe in the context of street activity

**People Management Responsibilities**

To provide line management or supervision for 6 Community Presence Officers or agency staff.

**Relationships;**

The role will work closely with the Routes off The Street Coordinator and the Lead practitioner (Hotspots) from the Safer Streets Team building positive peer relationships and problem solving together

The role will provide expertise and to be a point of contact for high level concerns relating to rough sleeping, leading on engagement and communication with stakeholders including:

• Cabinet Members and Ward Councillors

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

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

• Community groups, for example Tenants and Residents Associations

• 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 coordinating resources participating in the hotspot approach including the SST and the metropolitan Police.

**Work Environment:**

* The post holder will be required to work primarily in a street based setting and in partnership settings, carrying out patrolling as required. However some office based work will also be a requirement.
* The post holder will 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

**Technical Knowledge, Skills and Experience:**

* Ability to collate and present data and information effectively and succinctly
* 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, across a range of stakeholders
* Ability to share sensitive data when appropriate in ways which are compliant with the DPA and GDPR and to promote the working principles with partner agencies.
* 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 coordinate partnership delivery, building support, displaying authority, resolving differences and problem solving where required
* 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>