

Job Profile Information: Pathways Move On Team Manager (Single Pathways Service)

This supplementary information for *Pathways Move On Team Manager* is for guidance and must be used in conjunction with the Job Capsule for Job 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 lead on the development of move in, move through and move on options for people accessing and leaving supported housing and hostels
- To manage and support a staff team providing a high quality housing options advice and assistance and specialist referral coordination services to people in need of specialist supported housing and those living in hostels to enable them to secure alternative accommodation
- To work with the Housing Options & Advice and Private Sector Initiatives teams to plan the delivery of a broad range of housing options which meet the needs of hostel residents who are ready for independent living.
- To lead on developing and maintaining partnerships with Children Schools and Families, Probation and the Mental Health Trust to ensure effective movement and utilisation of specialist supported bed spaces within the Hostels Pathway Model
- To be responsible for authorising payments for the Private Renting Scheme (PRS) and maintaining robust financial records.

Example outcomes or objectives that this role will deliver:

- To be responsible for the management of Options Move On Adviser and Coordinator caseloads, the maintaining of accurate and detailed casework records, the management of priorities and meeting individual and service performance targets
- To collate, analyse and present pathways performance and needs related data to Commissioners and senior management.
- To lead on the development of constructive working relationships with internal and external partner providers and stakeholders such as adult and children's social care, supported housing providers, health providers, probation, youth services and Commissioning services to ensure effective joint working to meet the needs of customers and the strategic aims of the Council.

- To supervise provision of outreach and co-location services to hostels within the Pathway and work with providers to identify those ready for independent living and to provide support and training on housing options, as required, and to maximise move on from hostels, hospitals and the Prison Service.
- To lead on the development and coordination of services with health care and prison/probation service providers to ensure the provision of suitable housing solutions for people leaving care or institutions.
- To coordinate a housing options approach to service delivery to customers and partner service providers using liaison, negotiation and casework skills to assist customers to move into alternative settled accommodation or, where necessary, specialist supported housing.
- To contribute to the delivery of an integrated, customer focused service by the Temporary Accommodation Group and to participate in team and working group meetings and take a full and active role in service development including service reviews.
- To lead on the retrieval and production of reports covering local and national policy and practice relating to Move On and homelessness, its prevention and housing options, reporting on trends and new initiatives and making recommendations for change to policy and/or practice.

People Management Responsibilities:

The post holder will manage a team of Move on Advisers and Referral Coordinators.

Relationships;

- LBC Housing Options & Advice Service
- Housing Management (TAG)
- Housing Management
- Adult Social Care
- Children's Social Care
- Primary Care Trust
- Mental Health Trust
- Voluntary and Community Sector
- Police
- Probation
- Community and Hospital Based Teams
- Community Safety

Work Environment:

- The primary location will be at 5 Pancras Square although the manager may be required to work from locations across the Pathway and Health Trusts.
- The post holder must present as confident and professional and will need represent the Temporary Accommodation Group and the Council at a range of internal and external meetings.
- The Pathways Move On manager may work 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 Pathways Move On manager may work with clients who are actively using drugs and engaging in other high-risk behaviours. As a consequence there may be occasions when staff are required to work with clients with infectious diseases. Staff will receive the appropriate training to minimise the risks they face.
- Ability to manage personal time effectively, work under pressure to deadlines and the ability to respond appropriately to emergency situations without day-to-day supervision.

Technical Knowledge and Experience:

- At least one year's experience of providing advice and assistance to households in hostels in housing need
- Experience of achieving performance targets and meeting departmental performance objectives.
- Experience of and commitment to working within a multi-disciplinary partnership environment.
- Experience of building and maintaining effective partnerships
- Experience of analysing and presenting high quality statistical data
- Demonstrable ability to manage and motivate staff and supporting a staff team to provide high quality services and meet performance targets within a pressurised and high profile environment.
- Excellent written and verbal communication skills able to use a range of methods to communicate to a wide range of audiences.
- Knowledge of the welfare benefits system and legislation.
- A full understanding of the Hostels Pathway Model, the various stages within the pathway, available housing options and the perceived barriers to move on.
- The ability to work on own initiative
- The ability to authorise payments and maintain clear and robust financial records.
- The ability to provide a service to young people, ex-offenders and clients with a history of poor mental health or drug/alcohol dependency.
- The ability to carry out assessments of need and risk and identify appropriate responses.

- The ability to manage a caseload of more complex and/or sensitive cases, maintain detailed case records, recognise service priorities and meet deadlines.
- The ability and commitment to respond effectively to emergencies to achieve positive solutions.
- The ability to provide first-rate customer care.

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 by clicking [HERE](#)