

Job Profile Information: Hostel Development Move On Project Manager (Families)

This supplementary information for Hostel Development Move On Project Manager (Families) is 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 ensure the programme of Remodelling the Council's Temporary Accommodation Hostel Portfolio is completed on time, by project managing the move on project for affected families and line managing the Move On Team, resulting in more than £1,000,000 savings to Camden under the Council's Medium Term Financial Strategy and a better service for homeless families under the Homelessness and Rough Sleeping Strategy.

Example outcomes or objectives that this role will deliver:

- Work closely with leads and sponsors for all projects involved in the programme of remodelling of the Council's temporary accommodation hostel portfolio
- Create, maintain and analyse data to ensure the correct and timely matching of supply of suitable homes for the needs of families affected by the programme
- Develop new procedures in support of delivery of the project, which are consistent with existing policies
- Produce high quality reports of activity and performance
- Produce and maintain a project plan, which feeds into and from all related projects in the programme
- Ensure achievement of challenging targets by the team, within defined timescales, for helping families to make positive moves from temporary accommodation through provision of first class housing advice and support with the widest possible range of housing options.
- Ensure that through proactive, strengths based casework and joint working, personalised move on plans are actioned for households to move seamlessly and successfully, at the most appropriate time, to an affordable home suitable for their needs that is sustainable
- Lead the team so there is completion of high quality, timely and accurate assessments in accordance with the Housing Act 1996 Parts VI and VII, Code of Guidance, caselaw and the council's strategies and policies
- Ensure the team identifies and addresses, directly and through appropriate collaborative work and referrals, the families' support, health, care, education, employment and other contextual needs
- Ensure the equalities impacts on customers are fully considered and measures are taken to mitigate against any negative consequences
- Protect Council resources by detecting and preventing fraud

- Enable the team to develop and maintain a high degree of knowledge and understanding of the housing options available to homeless households including all types of temporary accommodation
- Produce and present high quality progress reports and updates on the project plan to Project/Programme Boards, Steering Group, Senior Leaders etc and make recommendations for changes in policies and procedures
- Ensure significant financial savings are achieved, as per the council's Medium Term Financial Strategy

People Management Responsibilities:

3 x Homeless Family Move On Advisers

Relationships;

- Ability to develop and manage proactive and collaborative relationships with internal, existing and new colleagues in complex and changing relationships, to ensure that customers receive the best possible overall service. This will include homelessness accommodation procurement teams, floating support, hostel-based staff, children's and adults social care staff, NHS, benefits, housing management, employment advisers and more.
- Ability to successfully manage relationships with advocates, interest groups and legal representatives
- Ability to work closely with senior leaders and members
- Strive to achieve objectives and follow instructions set by Managers

Work Environment:

- The role will primarily be based in a family hostel and expected to work across all temporary accommodation locations and main council buildings
- Home working is available at times, in agreement with your Manager.
- Visits will be required to customers

Technical Knowledge and Experience:

- No formal qualifications are required but a high standard of general education attainment is essential
- At least one year's experience of managing staff who help people in housing need with their options
- Detailed working knowledge of Housing Act 1996 Parts VI and VII is essential
- Experience of managing lone workers
- Working knowledge of related legislation, such as environmental health legislation, social services and welfare benefit legislation.
- Working knowledge of data protection legislation and information sharing protocols
- As the project will be data driven a high level of ICT literacy is required

- Experience of managing budgets will be beneficial

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

STRUCTURE CHART - the role will be in the Homelessness Initiatives Service, reporting jointly to the Homelessness initiatives Service Manager and Head of Housing Needs

(with effect from) November 2018

Head of Housing Needs Group
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