

Job Profile: Partnership officer – Employment Support (Housing Management)

This supplementary information for Partnership officer - Employment Support is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 2

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:

In this role you will develop and maintain close links with employment support provision across the borough, including other internal employment services, to support front line staff to identify the most appropriate intervention for individuals they are working with. This may include a high proportion with support needs and/ or health issues and you will work closely with team members with a strong understanding of money and benefits issues. You will need to develop an in-depth understanding of the devolved Work and Health Programme in London, which is delivered by Ingeus as 'Central London Works' in Camden and the wider CLF sub-region. It is expected that Central London Works will be the main referral partner so a close working relationship with Ingeus is essential.

- Build referral routes via other services and teams to encourage engagement with employment support
- Organise and hold face to face meetings with residents to advise on, or refer residents to, relevant employment support
- Attend case conferencing and integration meetings to help integrate the Central London Works programme successfully into the borough
- Co-locate with key partners e.g. the neighbourhood housing teams, internally and externally in their localities to promote employment support and encourage referrals
- Attend relevant team meetings as and when appropriate to promote employment support within the borough
- Work in partnership with the Gospel Oak job hub
- Keep track of referrals that are made to Central London Works, alerting colleagues to any delays or barriers to accessing employment support
- Monitoring for the purposes of reporting to CLF
- To design and deliver innovative, customer focused partnership projects and events designed to improve prospects for council tenants and other residents in the area of employment support.

People Management Responsibilities:

None

Relationships;

Internal: Economic Development Team, Neighbourhood Housing Teams, Integrated Early Years' Service, Adult Community Learning, ICT, Housing Needs Group

External: Job Centre Plus, Ingeus, Central London Forward, Information Advice & Guidance (IAG) providers, community centres, Citizens Advice Bureau, housing associations, DWP (Department for Work and Pensions)

Work Environment:

The post holder will be required to visit LB Camden offices and community centres across the Borough but will be primarily based at 5PS where they will be required to work within an open plan, flexible working environment which promotes personal responsibility and high levels of individual and team productivity.

Technical Knowledge and Experience:

- A sound understanding of the economic, social and well-being issues affecting Camden residents
- The ability to provide information, advice and guidance on employment and skills options and to provide support to access employment or training
- Ability to initiate relationships and build sustainable partnerships that work across a wide variety of stakeholders, including internal teams in order to generate referrals and encourage teams to see the benefits that employment can bring to resident's lives
- Ability to develop an in-depth knowledge of employment support and training provision in Camden quickly in order to provide expert advice and support to frontline staff
- Excellent spoken and written communication skills
- Understanding or awareness of data protection and confidentiality
- Experience of delivering customer focussed services is an advantage as is an understanding of how to maximise engagement with employment, health and wellbeing or money advice services
- Experience of working with people who may not yet be "work ready" will also be an advantage
- Good organisational skills and ability to work independently as well as adapting to working within different teams and manage own workload including prioritising work

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

