

Job Profile Information: Mental Health Referrals Co-ordinator (Single Pathways Service)

This supplementary information for *Mental Health Referrals Co-ordinator* is 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:

- To co-ordinate referrals to specialist supported housing projects in the London Borough of Camden for clients who have enduring mental health needs.
- To help the development of move in, move through and move on options for people accessing and leaving supported housing.

Example outcomes or objectives that this role will deliver:

- To work with the Homelessness Prevention Service and Private Sector Initiatives teams to plan the delivery of a broad range of housing options which meet the needs of supported housing residents who are ready for independent living.
- To work closely with commissioners to ensure communication of changes in demand for services and to be part of discussions about future provision.
- To lead on developing and maintaining partnerships with the Mental Health Trust to ensure effective movement and utilisation of specialist supported bedspaces within the Hostels Pathway Model.
- To work closely with the Camden Accommodation Team and Mental Health Liaison Officer to ensure prioritisation of clients awaiting discharge from hospital or a move out of residential care.
- 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, and Commissioning services to ensure effective joint working to meet the needs of customers and the strategic aims of the Council.

- To work according to 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 supported housing or independent living.
- 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.
- The post holder may be asked to cover the work of other members of the Pathways Move-on Team and the Pathways Move-on Team Manager as and when required.
- Ability to manage personal time effectively, work under pressure to deadlines and the ability to respond appropriately to emergency situations

People Management Responsibilities:

N/A

Relationships;

- LBC Homelessness Prevention Service
- Housing Management (TAG)
- Mental Health Commissioners
- Accommodation based service providers
- Housing Management
- Adult Social Care
- Primary Care Trust
- Mental Health Trust including Community Mental Health Teams
- Voluntary and Community Sector
- Police
- Probation Service
- Community and Hospital Based Teams
- Community Safety

Work Environment:

- The primary location will be at 5 Pancras Square although the post holder 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 to represent the Temporary Accommodation Group and the Council at a range of internal and external meetings.
- The Mental Health Referrals Co-ordinator will have direct contact with clients, some of whom will 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 Mental Health Referrals Co-ordinator 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.

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.
- 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.
- An 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 provide a service to clients with a history of poor mental health and drug/alcohol dependency.
- The ability to carry out assessments of need and risk and identify appropriate responses.
- The ability to manage a caseload whilst maintaining detailed case records, recognising service priorities and meeting deadlines.
- The ability and commitment to respond effectively to emergencies to achieve positive solutions.

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 select the attached [HERE](#)