**Connect Forward Team Leader JD**

**This supplementary information for *Routes off the street Coordinator* is for guidance and must be used in conjunction with the Job Capsule for Job Level…………4……. Zone……2………**

**Camden Way Category …………4…………………………**

**Role Purpose:**

Camden’s Routes off The Street (RTS) strategy has a core objective of ensuring that all rough sleepers in the borough receive a service offer which means they no longer have to sleep rough and are able to start rebuilding their lives away from the street. The Connect Forward Team Leader will support the delivery of this objective by managing the Connect Forward reconnections team. The role will be flexible in order to adapt to the responsive way rough sleeping services are organised and funded in Camden. Key responsibilities of the role will include managing the Connect Forward team, carrying a case load of reconnection cases, and offering rough sleeping project support alongside the RTS Coordinator. The role will always include team management, but client work and project support will vary according to service needs.

The purpose of this role is to:

* Lead the Connect Forward reconnections team, including line management of reconnections officers
* Carry a small case load of rough sleepers with complex needs, supporting them into sustainable accommodation
* Oversee the use of the Personalised Budget to support reconnections work
* Lead and develop projects which help deliver the rough sleeping strategy, Routes off The Street
* Support the Council’s response and recovery efforts to Covid 19, providing coordination and ensuring rough sleepers are supported into accommodation
* Monitor demand and capacity across the rough sleeping workstream, highlighting any risk to the Council’s ability to support rough sleepers and providing data as required to support the recovery strategy
* Work collaboratively with partner agencies and make decisions on the best use of resources in order to generate solutions to complex issues associated with rough sleeping in Camden

**Example outcomes or objectives that this role will deliver:**

* Manage and develop the Connect Forward team so that it works effectively with rough sleepers who do not have a local connection to Camden. This will involve line management of frontline officers, scoping accommodation options for clients, offering advice to reconnections officers, assessing risk for frontline officers, implementing robust policies and processes, and collecting and interpreting data relevant to the service.
* Work directly with clients to support them into sustainable accommodation. The CF Team Leader will carry a smaller caseload than other reconnection officers to account for their management duties and any other project support that is needed in the rough sleeping team. There may be times when the team leader carries no caseload and focuses solely on management and project work.
* Provide expert housing advice to vulnerable individuals and members of staff in reference to relevant housing law
* Advocate for clients and accompany them to meetings in the their home area to secure appropriate housing
* Oversee use of Camden Personalised Budget Fund to provide swift, effective financial interventions that deliver successful outcomes for clients
* Record, measure, monitor and report back on the outcomes of the team’s work in line with targets agreed with the MHCLG and in line with the Council’s RTS objectives.
* To work under “empowered and enabled” principles, innovating, learning and reflecting and sharing ideas and successful approaches with other teams and services.
* Work alongside the Routes off the Street Coordinator to ensure that all rough sleepers in the borough receive a service offer which means they no longer have to sleep rough. The team leader will be expected to develop and lead projects which help deliver the RTS strategy, working across commissioned and non-commissioned partners to increase the scope and quality of the offers available to rough sleepers in Camden.
* Support the RTS Coordinator to manage capacity and demand across the local accommodation system (including the Adult Pathway) and agree strategic priorities in relation to accommodation placements.
* Use project management and data analysis tools to inform and influence strategic decision making in Camden homelessness services.
* Coordinate and chair case conferences for clients with complex needs and who need wrap-around support in order to access and sustain accommodation.
* Liaise with the Metropolitan Police and hotspot teams to ensure effective risk management in relation to clients and accommodation placements.
* Report to senior colleagues and members on work done to support rough sleepers. This will include written briefings as well as oral presentations.
* Identify areas for improvement in the delivery of rough sleeping services and help prepare services and systems for future outbreaks of Covid-19.
* Represent the Council at pan-London forums, the GLA and cross-border meetings with neighbouring boroughs.
* Support financial planning and budget management, ensuring effective use of resources during the Covid-19 pandemic and recovery effort.
* Support data collection and reporting for London Councils, the MHCLG and internal boards.

**Relationships:**

The post holder will be expected to build effective partnerships and lead on engagement and communication with stakeholders, including but not limited to:

* Heads of Service and Directors working on the housing and homelessness workstream of the Covid-19 recovery effort
* Commissioners for rough sleeping and supported accommodation pathways
* The Council’s Homelessness Prevention Service
* The Routes Off The Street service
* Cabinet Members and Ward Councillors
* The Voluntary and Community Sector (VCS) in Camden, especially those agencies providing specialist services for rough sleepers
* Local and Central Government departments, especially the Greater London Authority and MHCLG
* The Metropolitan Police and agencies working in the criminal justice system
* Specialist providers of substance misuse and mental health services

**Structure:**

The post holder will report to the Lead Commissioner for rough sleeping (the Community Engagement Manager) in relation to issues including but not limited to annual leave, sickness management and performance.

**Work Environment:**

* The post holder will be required to work in any Council building, in community-based settings and in partnership settings.
* The post holder may occasionally 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 work within an empowered and enabled team culture and recognising and utilising the expertise of others where appropriate.
* The post holder be expected to work unsupervised, make decisions within a peer setting and make appropriate decisions in isolation.
* Post holders are expected to work on their own where it is safe to do so and have regard to the Council’s lone working policies, working with colleagues and partner agencies where appropriate.

**Technical Knowledge, Skills and Experience:**

We are seeking an organised and innovative worker to manage the Connect Forward reconnections team, support clients into sustainable accommodation, and support projects associated with the Routes off the Street strategy in Camden.

You will have experience of working with clients with complex needs and working under pressure to deliver results. You will be confident and articulate, enabling you to engage with community stakeholders, public bodies and members, addressing their concerns and deploying resources which meet those concerns. Your experience will include frontline work with vulnerable adults with complex needs or experience of working within street population services. Experience of working on projects and being able to interpret data is also desirable.

* Understanding of how to motivate and develop an empowered and flexible team.
* A working knowledge of housing and homelessness legislation as well as housing options for homeless adults.
* Advocating for vulnerable adults experiencing service disengagement and social exclusion, utilising mediation, negotiation, influencing and persuasion skills.
* Awareness of services available to rough sleepers and vulnerable adults and experience of making referrals to both statutory and voluntary agencies.
* Experience of working with vulnerable adults with complex needs preferably in a street-based setting.
* Ability to work unsupervised, make decisions within a peer setting and make appropriate decisions in isolation.
* Ability to demonstrate high standards of professional boundaries and safe working practise.
* Experience of multi-agency working and establishing partnerships with other professions to achieve excellent outcomes for the service user group.
* Ability to assess risk in a variety of settings and scenarios. Ability to apply this skill in documented form and in dynamic and changing circumstances on a day to day basis.
* Excellent time management, organisational skills and ability to prioritise effectively.
* To oversee use of a personalised budget fund for rough sleepers, exercising responsibility and sound judgement to achieve outcomes.
* Ability to be self-motivated, target driven, outcome focused and very resilient.
* Ability to analyse, assess and present data intelligently in order to inform decisions and shape service delivery.
* Experience of using project management tools to deliver projects to deadlines and report on progress and risk.
* 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, engaging with senior stakeholders and presenting to large audiences.
* Ability to build and maintain positive relationships with internal and external stakeholders.
* Ability to share sensitive data when appropriate in ways which are compliant with the GDPR and to promote the working principles with all stakeholders.
* Awareness of rough sleeping patterns in central London and of the delivery models designed to tackle the issue.
* Awareness of the different cohorts of rough sleepers in Camden and their eligibility for services.
* Ability to make decisions in a dynamic environment, working with other perspectives as required.
* Ability to work with a commissioned provider on a day to day basis, exercising authority, addressing performance and driving improvement.
* Awareness and experience of working with high-risk scenarios and safeguarding issues which arise in a street population setting.
* Ability to manage the competing and daily demands of operational and strategic work, and ability to be flexible under pressure.
* Understanding of financial planning and budget management to ensure effective use and monitoring of resources.

**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