

Job Capsule Supplementary Information: Ex-Offender and Complex Needs Referrals Coordinator

This supplementary information for Ex-Offender and Complex Needs Referrals Coordinator is for guidance 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 a history of offending behaviour.
- The post holder must develop and maintain effective communication and information-sharing systems both internally and with partner services.
- The post holder will need to balance pressures arising from corporate, housing and probation service priorities, including community safety and public protection.
- The role is both active and strategic; with numerous opportunities to contribute towards and develop policies, procedures and strategies
- To help the development of move in, move through and move on options for people accessing and leaving supported housing.
- 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 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.

Outcomes/objectives that this role will deliver:

- 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.

People Management Responsibilities:

N/A

Relationships;

- LBC Housing Options & Advice Service
- Housing Management
- Adult Social Care
- National Probation Service
- London Rehabilitation Company
- Police
- Community Safety
- Street Population Services
- Prison advice services
- Mental Health Trust
- Voluntary and Community Sector

Work Environment:

- The primary location will be at 5 Pancras Square although the post holder will also spend a significant period of time in the probation office in St Johns Street, EC1V.
- 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 Ex-offender Housing Co-ordinator may 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 Ex-offender Housing 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 staffs are required to work with clients with infectious diseases. Staff will receive the appropriate training to minimise the risks they face.
- 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.

Technical Knowledge and Experience:

- At least one year's experience of providing advice and assistance to vulnerable adults in housing need and/or those who are engaged with the criminal justice system.
- 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 work on own initiative
- The ability to provide a service to clients with a history of offending behaviour.
- 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.
- 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 select the attached [HERE](#)

Chart Structure - TBC