

## **Job Profile Information: Homeless Family Move On Adviser**

**This supplementary information for Homeless Family Move On Adviser is for Job Level 3 Zone 1**

### **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 assist homeless families living in temporary accommodation to move on to alternative accommodation by providing the highest standard of housing advice and assistance with appropriate housing options in accordance with the homelessness strategy and housing allocations scheme and to enable delivery of the council's hostel development programme.

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

- Maintenance of client group monitoring and move on performance data
- Achievement of challenging targets 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.
- Through proactive, strengths based casework and joint working agree a personalised move on plan for households to move seamlessly and successfully, at the most appropriate time, to an affordable home suitable for their needs that is sustainable
- 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
- Identify and address, directly and by appropriate referral, the families support, health, care, education, employment and other related needs
- Identify and address equalities needs of customers.
- Protect Council resources by detecting and preventing fraud.
- Develop and maintain a high degree of knowledge and understanding of the housing options available to homeless households including all types of temporary accommodation

#### **People Management Responsibilities:**

Not applicable

**Relationships;**

- Ability to work proactively and collaboratively with external and internal colleagues in complex and changing relationships to ensure that customers receive the best possible overall service. This will include homeless accommodation procurement teams, floating support, hostel-based staff, children's and adult's social care staff, NHS, solicitors, benefits, housing management, employment advisers and more.
- Strive to achieve objectives and follow instructions set by Managers.
- Routinely put forward ideas for service improvement.

**Work Environment:**

- The role will primarily be based in a family hostel and expected to work across all temporary accommodation locations and council buildings
- Home working is available at times, in agreement with your Manager.
- Visits will frequently be necessary 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 helping people with homelessness problems.
- Experience of and commitment to working within a multi-disciplinary partnership environment.
- Detailed working knowledge of Housing Act 1996 Parts VI and VII is essential.
- Experience of lone working
- Working knowledge of data protection legislation and information sharing protocols
- Working knowledge of related legislation, such as landlord and tenant legislation, environmental health legislation, social services and welfare benefit legislation.
- As Camden is a paperless and agile employer and the project will be data driven a high level of ICT literacy is required

## **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

(with effect from) November 2018

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