

Job Profile Information: Bereaved Families Rehousing Lead

Starting salary: £34,033 per annum

Job Level: Level 3, Zone 2

Contract type: 1 x 18 Month Fixed Term Contract

This supplementary information for Bereaved Families Rehousing Lead is for guidance for Job Level 3, Zone 2

Camden Way Category 4

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:

The post holder will:

- Provide direct housing advice and support to vulnerable families, children and young people in Camden assessed at risk of harm or who suffer a bereavement as a result of serious violence, with a key focus on youth violence and who express an interest in being rehoused.
- To carry a caseload, maintain best practice case management standards and provide concise and analytical reports.
- To monitor progress and outcomes for children and young people and to contribute to the review of CSSW, YOS and Early Help plans.
- Be able to advocate the needs of families within a professional environment and champion best outcomes for residents.
- Complete a holistic, trauma informed housing assessment identifying risk and safeguarding concerns and implement a plan of action to mitigate these risks.
- Facilitate and record contact and actions with residents and families.
- Coordinate and respond to referrals.
- Engage in regular supervision as well as training to continue the development of the necessary skills to meet the needs of the residents.
- Work with partners internally and externally to analyse data to identify need, create evaluations, plan and deliver team meetings, ensure access to services is inclusive of all needs, provide coaching and training to ensure interventions meet the needs of the family.
- Have strong presentation and communication skill (oral and written presentations will be required).
- Frequently be in direct contact with senior leaders within the council, councillors and MP's as required

Example outcomes or objectives that this role will deliver:

The role will:

- Provide children, young people and their families with up to date information on housing options available to them and provide practical support in facilitating housing moves where appropriate.
- Deliver a flexible, creative, innovative service, using a high degree of initiative by thinking and acting outside the box of the usual constraints of council policies and procedures
- Provide specialised housing advice and support within the aims and objectives of relevant plans of Camden Council, local and national legislative guidance, policies and initiatives.
- Deliver good financial and budgetary control and make the best use of the service resources.
- Maintain clear contemporaneous records of all assessments, interventions and direct work with residents. To provide reports, including to the leaders and politically elected representatives as required. To utilise electronic case management system in accordance with local guidance and protocols.
- Ensure the effective collection of all relevant data required to report on key performance measures for the service including, but not exclusively, all applicable statutory data reporting.
- Monitor and, where necessary, improve access to services by ensuring that service provision and delivery is culturally appropriate for the targeted client group.
- Maintain efficient and effective, verbal and written communication with clients, their relatives, colleagues and external stakeholders.
- Work with colleagues to develop a culture of continuous improvement for the key services in the network with agreed success criteria and monitor performance against performance measures and develop strategies to improve performance where necessary.

People Management Responsibilities:

- N/A

Relationships:

The post-holder is required to engage in structured formal supervision with their line manager, to agree the focus and timescale of assessment and interventions. This will include appraisal and performance management. The post-holder is responsible for reporting any essential information to their line manager for direction, specifically that which involves child protection concerns or risks to clients, staff or the organisation. The post-holder is responsible for adopting a professional approach to their caseload including organisation, working independently whilst maintaining compliance and accountability.

The role can be challenging and demanding on staff as many of the families and young people have complex needs and are vulnerable. Partnership working across communities and agencies is a central feature of this role. The post-holder is accountable for their contribution to multi-agency planning and intervention and the content of any reports or presentations they are required to provide to internal and external agencies. Partners include:

- Local children, young people, families and communities
- Local partnerships, voluntary and community organisations
- Schools and colleges
- Community Safety
- Other services within the Children Schools and Families Directorate
- Housing services
- Police
- Health services including, midwives, health visitors, community mental health and CAMHS
- Housing Associations
- Government departments and offices including benefits offices

Work Environment:

The role will be based in 5PS and will work in resident's homes, at community partner buildings and wherever is required. Some home working will be possible.

The job require flexibility around working hours and being able to provide support out-of-office hours to deal with complex and high risk problems or issues.

The post-holder will be expected to attend and participate in multi-agency meetings and may also be required to attend court on occasion.

The post-holder will be expected to attend conferences and training courses as appropriate.

The post-holder will be expected to work alongside colleagues in the team and contribute to team meetings and other activities.

Technical Knowledge and Experience:

Essential:

- Numeracy and literacy to GCSE level or equivalent.
- Education to the equivalent of further education level (A-level, B TEC or NVQ level)

Desirable:

- Degree level qualification
- Social work qualification

- Youth and Community Work, Childcare and Play or other relevant health or social care qualification

Essential:

- Knowledge of assessment and intervention methods and tools for use with children and families.
- Knowledge of the causes and impact of social disadvantage, including mental ill health, substance misuse, domestic violence, poverty and disability
- Knowledge and understanding of best practice in delivering services to children, young people and families
- Experience of working with broader universal services including health, education, housing and welfare benefits
- Knowledge and understanding of child protection procedures and responsibilities.
- Experience of working directly with families in housing need to bring about resolution of their need
- Knowledge of housing options and legislation such as Housing Act 1996 Parts VI and VII
- Experience of lone working
- Good level of IT literacy in the work setting
- Comprehensive experience of working in a multi-agency environment.
- Experience of working with complex families, undertaking assessments and supporting families to change behaviour
- Experience of effective case recording to ensure high quality record keeping
- Thorough understanding of information sharing requirements.
- Experience of working with safeguarding policy, legislation and best practice guidance.

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](#)

